Norton™ AntiVirus

Product Manual

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Norton AntiVirus™ Product Manual

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Norton AntiVirus™

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Getting started

1

This chapter includes the following topics:

- Activation protects you
- About your Norton Account
- About Norton Management
- About Norton AntiVirus main window
- About Norton Community Watch
- About Norton Bootable Recovery Tool
- About Norton Power Eraser
- Starting Norton AntiVirus from the command prompt
- About the Norton AntiVirus icon
- About LiveUpdate
- About Network Proxy Settings

Activation protects you

Product activation protects users from pirated or counterfeit software. It protects you by limiting the use of a product to those users who have acquired the product legitimately. Product activation requires a product key for each installation of a product. You must

activate the product within a limited time period after you install it.

If you are connected to the Internet, product activation takes place automatically when you start the product for the first time after installation. After activation, the **Norton Account** window appears. You can create your Norton Account and register your product.

If you are not connected to the Internet, you can click **Try Later** in the **Activation not complete** window to start your product. The **Activation** window reappears every time you start your product until you activate your product. If you choose not to activate at that time, you receive an alert that reminds you to activate the product. You can also activate your product from the Norton AntiVirus main window.

If you do not activate the product within the time period that the alert specifies, the product stops working. You can activate it after the time period has elapsed, but you are not protected until you activate the product.

Activating your product

If you did not activate your product during installation, you receive an activation-needed alert regularly until you activate the product.

Product activation reduces software piracy and ensures that you use authentic Symantec software. Activation provides you with a specified period of subscription to your Norton product. You can also renew your subscription to continue using Norton AntiVirus.

You must activate your product within the time period that the alert specifies, or your product stops working.

You can activate your product directly from the activation-needed alert or from the main window. Activation should take only a few minutes.

During activation, the **Norton Account** window appears. You can create your Norton Account and

register your product. You can also view details, such as your product key, your registration date, and recent updates to the product. If you skip the **Norton Account** window, the product is activated, but the product key is not saved in the Norton Account. You can print the product key to reinstall your product in the future.

To activate your product from the alert

1. In the alert, do one of the following:
   - If you purchased a subscription version of a retail product or the product came installed on your computer, select **Activate Now (Recommended)**.
   - If you want to renew the subscription of your product, select **Renew Now**.

   You can also activate or renew the subscription of your product from any non-admin user account.
2. Click **OK**.
3. Follow the on-screen instructions to activate or renew your product.
4. In the window that appears, click **Done**.

To activate your product from the main window

1. In the Norton AntiVirus main window, do one of the following:
   - If you purchased a subscription version of a retail product, click **Activate Now**.
   - If the product came installed on your computer, click **Activate Online Now**.
   - If you want to renew the subscription of your product, click **Renew**.

   You can also activate or renew the subscription of your product from any non-admin user account.
2. Follow the on-screen instructions to activate or subscribe your product.
3. In the window that appears, click **Done**.

Where to find your product key

The product key is a unique key that helps you to install and activate the Symantec product on your computer. The product key is a 25-character alphanumeric string that is shown in five groups of five characters each, separated by hyphens. The location of the product key varies depending on how you acquired the product.

The locations of the product key are as follows:

If you purchased a retail copy of the product on CD	The product key is either on a sticker on the CD sleeve or on an insert in the product package.
If you purchased the product on DVD	The product key is on the DVD package.
If you downloaded the product from the Symantec Store	The product key is stored on your computer as part of the download process and is included in the confirmation email from the Symantec Store.
If your computer came with the product already installed	The product key is provided as part of the activation process. Be sure to save your product key by creating or signing in to your Norton Account, or by printing the key. You may need the product key if you ever want to reinstall your product.

If you received a product key card	The product key is printed on the card along with instructions on how to use it. Be sure to save your product key by creating or signing in to your Norton Account. You need the product key if you ever want to reinstall the product.
If you are still unable to locate your product key, you can recover it using Norton Account	To recover or access your product key log on to https://account.norton.com. If you are not registered, register for Norton Account. You can find the product key on the **Products** tab in the **Norton Account** page.

About problems during activation

If you cannot connect to the Symantec servers to activate your product, first check your Internet connection. You then need to see if you have parental control software, either installed or through your ISP, that might block the connection.

A connectivity problem can occur if you use parental control software. If you suspect that parental controls might block the connection, you can configure the parental controls so that they do not block the activation procedure. You need to log in to your parental control software or to the Internet through your ISP as an administrator to change your configuration.

If you use a proxy server to connect to the Internet, you must configure the proxy settings. To use the **Proxy Server** option, go to the Norton AntiVirus main window, and then click **Settings > Network > Network Security Settings > Proxy Server > Configure**.

About your Norton Account

When you create a Norton Account, you can manage all of your Norton products in one place. You can store your product keys in your Norton Account and also buy additional product keys. You can also register your product with the Norton Account. It takes only a few moments to create your Norton Account. You must be connected to the Internet to create a Norton Account.

After you create a Norton Account, you can access and manage your account information and product information from anywhere. It helps to reinstall your products and download the latest version of the products. If you install your product on more than one PC, you can use the same Norton Account. To access your Norton Account, go to the following URL:

https://account.norton.com

You can create a Norton Account in the following ways:

- During activation

  You can create your Norton Account and register your product from the **Norton Account** window that appears when you activate the product. You must provide your account information in the **Norton Account** window that appears.

- Any time after activation

  If you skip the **Norton Account** window during activation, you can create a Norton Account any time after activation. You can create your Norton Account and register your product from the **Account** link that appears at the top of the Norton AntiVirus main window.

After you log in to your Norton Account, you can manage your product information with the following options:

Products	Saves the information for all of the Norton products that you own. The **Products** tab provides you the information about the Norton products that you own and the expiration date. You can click the arrow icon against a product for more information such as product key and the registration date. You can also buy a new product key to protect additional computers. You can use the **Update** option to check and download the latest product version using Norton Update Center.
Order History	Contains order information of the Norton products you bought from Norton online store.

Profile	Saves your account information and your billing details. The **Profile** options are: ▪ **Account Information** You can update your Norton Account information and your shipping address on the **Account Information** tab. After you update, click **Update** to save the changes. ▪ **Billing Information** You can save your credit card information and your billing address on the **Billing Information** tab. It makes it easier for saving online orders. After you update, click **Update** to save the changes. ▪ **Change Password** You can change your current Norton Account password on the **Change Password** tab.

You can use the icons at the bottom of your Norton Account Web page to access and use the following:

Norton Online Family	Norton Online Family monitors and manages your child's Internet activities and computer usage.

Norton Online Backup	Norton Online Backup provides a secure and easy-to-use online backup solution that safeguards your important data against system crash, accidental deleting, virus infection, and other disasters.
Norton Safe Web	Norton Safe Web checks the safety of a Web site and lets you perform a safe Web search.
Norton.com	The Symantec Web site provides more information about the various products of Symantec, the latest updates on Internet security, and various support options.
Norton Update Center	Norton Update Center checks and lets you download the latest version of your Norton product.

If you forget your Norton Account password, you can get a temporary password by clicking the **Forgot your password** link in the **Norton Account** sign-in Web page. You need to provide your email address. You need to use the same email address that you provided when you created your Norton Account. Symantec sends a temporary password to your email address. You can use the temporary password for a limited time period. You must reset your password after you log in to your Norton Account.

Creating a Norton Account

Your Norton Account stores the product key and the billing information of your product. You can also register your product with the Norton Account.

In addition, Norton Account helps you to do the following:

- Access the product key and other product information when you need it.
- Reinstall your Norton product.
- Buy additional product keys for your home or office.
- Check and download the latest version of the product by using Norton Update Center.
- Save online orders and update billing information.

Your computer must be connected to the Internet to create a Norton Account. If you use a proxy server to connect to the Internet, you must configure the proxy settings. To configure the proxy settings of your network, go to the Norton AntiVirus main window, and then click **Settings > Network > Network Security Settings > Proxy Server > Configure**.

You can also create a Norton Account when you activate your product. When you create your Norton Account from the product, your product gets registered in your account. If you have an existing Norton Account, you can provide the same email address in the **Norton Account** window in your product. This way, you can register your current product and add it to the list of Norton products in your existing Norton Account. If you upgrade your registered product to the latest available version, your product remains registered to the same Norton Account. In this case, you can continue using the same Norton Account login credentials.



Symantec products that are older than the 2006 product year do not appear in your Norton Account.

To create a Norton Account from the Norton Account Web page

1. In the Norton AntiVirus main window, click **Account**.
2. In the Norton Account Web page that appears, click **Sign up now**.
3. In the **Norton Account Sign Up** Web page, provide the details about your account information, and then click **Sign Up**.

To create a Norton Account and register your product after activation

1. In the Norton AntiVirus main window, click **Account**.
2. In the **Complete Your Activation** window, type your email address, and then click **Next**.
3. In the **Create your Norton Account** window, provide your account details, and then click **Next**.
   Your product information gets saved in your Norton Account only after you log in to your Norton Account.
4. In the window that appears, click **Done**.

To log in to your Norton Account and access your product information, visit https://account.norton.com.

Accessing your Norton Account

The product key for each Norton product is conveniently stored in your Norton Account. After you have created your Norton Account successfully, you can access your account from anywhere in the world. You can log in to your Norton Account any time by visiting the following URL:

https://account.norton.com

You can easily find and update your account, product, and billing information from your Norton Account. You can also change your Norton Account password, if required. Your computer must be connected to the Internet to access your Norton Account.

Symantec products that are older than the 2006 product year do not appear in your Norton Account.

To access Norton Account

1. In the Norton AntiVirus main window, click **Account**.
2. In the Web page that appears, type your email address and password, and click **Sign In**.

About Norton Management

Norton Management lets you manage all of your Norton products and Norton product keys from one location. You can add your devices such as personal computers and laptops to Norton Management and remotely install and manage your Norton products on the device. You can view the security status of each of your devices and resolve the security issues by using the Norton Management Web site from any location around the world.

The Norton Management agent must be installed on each device that you want to manage in Norton Management. Norton Management uses the Norton Management agent to install and uninstall Norton products on your devices and to resolve the security issues on your device remotely. After you install the Norton Management agent on a device, it can be managed remotely using the Web site.

You can do the following using Norton Management:

- Add a device to Norton Management.
- Install a Norton product on a device.
- View Norton products that are installed on a device.
- View the security status of a device.
- Fix security issues on a device.
- Purchase a new Norton product key.
- Renew your Norton product subscription.
- Remove a device from Norton Management.

- Activate your product using another product key.
- Upgrade your Norton products to the latest available version.

The features listed above vary for different Norton products and devices.

Accessing Norton Management on Windows

You can access Norton Management in one of the following ways:

- Using a Web browser on any computer.
- From the main window of Norton security products.

To access Norton Management from the main window of a Norton security product, you need to install the Norton Management agent on that device. Your device must be connected to the Internet to access Norton Management.

To access Norton Management using a browser

1. Open your browser, and go to: https://.manage.norton.com
2. Click **Sign In**.
3. In the **Email Address** box, type your Norton Account email address.
4. In the **Password** box, type your Norton Account password.
5. If you want Norton Management to remember your email address every time when you log on, check **Remember me on this computer**.
6. Click **Sign In**.

To access Norton Management from Norton security products

1. At the bottom of the Norton security product main window, click the **Manage** icon.
2. Click **Log in**.
3. Type your email address that you use for Norton Account.

4 Type your password that you use for Norton Account.
5 Click **Go**.
6 Click **Manage Devices**.

To access Norton Management from the Windows notification area

1 Go to the Windows device on which Norton Management is installed.
2 In the notification area on the taskbar, click the **Norton Management** icon.
3 In the pop-up that appears, click **Open Norton Management**.

Installing the Norton Management agent on Windows

Norton Management uses the Norton Management agent to monitor and manage the security status of a device. You must install Norton Management agent on every device that you want to manage using Norton Management.

You can download and install the Norton Management agent in one of the following ways:

- Log on to the Norton Management Web site and download the agent.
- If your computer has Norton AntiVirus or Norton Internet Security, go to the main window of the product, click the **Manage** icon and then install the agent program.

You must have an administrator privilege on your device to install the Norton Management agent.

To install the Norton Management agent from the Norton Management Web site

1 Go to the device that you want to manage with Norton Management.
2 Open your browser, and go to: https://manage.norton.com

3 Click **Sign In** and log on to your account using your Norton Account email address and password.
4 On the **My Devices** page, click **Add Device**.
5 In the confirmation window, click **Yes** to confirm that you are already on the device you want to manage.
6 In the window that appears, click **Save File** and download the installer file.
7 Double-click the file that you downloaded.
8 Click **Run**.
9 In the **Welcome to Norton Management** window, click **User License Agreement**, read the user license agreement, and then click **Agree & Install**.
10 If you are prompted to provide your email address, in the **Email Address** box, type the email address that you use to log on to your Norton Account, and then click **Next**.
11 If you are prompted to provide your password, in the **Password** box, type the password that you use to log on to your Norton Account, and then click **Next**.
12 In the **Set up this computer** window, in the **Name this computer** box, type a display name for the device.
The name that you specify must be unique and must not exceed 40 characters.
13 Click **Finish**.
14 In the **Congratulations** window, click **Manage Devices**.

To install the Norton Management agent from a Norton security product

1 At the bottom of the Norton security product main window, click the **Manage** icon.
2 Click **Get Started**.
3 In the **Welcome to Norton Management** window, click the **User License Agreement** link, read the user license agreement, and then click **Agree & Install**.

4. If you are prompted to provide your email address, in the **Email Address** box, type the email address that you use to log on to your Norton Account, and then click **Next**.
5. If you are prompted to provide your password, in the **Password** box, type the password that you use to log on to your Norton Account, and then click **Next**.
6. In the **Set up this computer** window, in the **Name this computer** box, type a display name for the device, and then click **Finish**.
7. In the **Congratulations** window, click **Manage Devices**.

About managing devices

Norton Management lets you manage your device, view the security status of each of the devices, and resolve security issues by using the Norton Management Web site from any location around the world.

Using Norton Management, you can do the following:

- Add a device to Norton Management.
- Install a Norton product on a device.
- View Norton products that are installed on a device.
- View the security status of a device.
- Fix security issues on any device.
- Purchase a new Norton product key.
- Renew your Norton product subscription.
- Remove a device from Norton Management.
- Uninstall a Norton product from a device.
- Activate your product using another product key.
- Upgrade your Norton products to the latest available version.



The features listed above vary for different Norton products and devices.

About the supported devices

To install and use Norton AntiVirus, your device must meet the following minimum system requirements:

Hardware requirement

Windows

- 300-MHz or faster processor
- 512 MB of RAM (256 MB minimum)
- 100 MB of available hard disk space

Operating systems

Platform	Version	Service Pack
Microsoft Windows 7 Home Basic Microsoft Windows 7 Home Premium Microsoft Windows 7 Professional Microsoft Windows 7 Ultimate Microsoft Windows 7 Starter	32-bit and 64-bit versions	Service Pack 1

■ Microsoft Windows Vista Home Basic ■ Microsoft Windows Vista Home Premium ■ Microsoft Windows Vista Ultimate ■ Microsoft Windows Vista Business	32-bit and 64-bit versions	Service Pack 1 and 2
■ Microsoft Windows XP Home ■ Microsoft Windows XP Pro ■ Microsoft Windows XP Media Center Edition (2005 and later)	32-bit versions	Service Pack 2 and 3

Mac

- OS X 10.7 (Lion)
- 2GB of RAM
- 1.5 GB of available hard disk space

Android

- Android OS 2.1 (Eclair) or later
- 2 MB of available hard disk space

Supported devices

- Windows computers (desktop and laptop)
- Mac
- Android smartphones

Supported Norton products

To use all the features of Norton AntiVirus, you must use the following versions of Norton security product:

If you use an older version of Norton product, ensure that you upgrade your product to the latest version to use all the features of Norton AntiVirus.

Currently, there are no upgrades available for Norton Anti-Theft and Norton Online Family.

Supported browsers

- Internet Explorer 7.0 or later.
- Mozilla Firefox 3.5 or later.
- Google Chrome 6.0 or later.
- Apple Safari 4.0 or later.
- Opera 10.0 or later.

Norton AntiVirus may not work properly with the 64-bit version of Web browsers.

You must enable JavaScript and cookies on your browser to access Norton AntiVirus.

About Norton AntiVirus main window

The Norton AntiVirus main window acts as a security management interface. You can access the main features and monitor the performance of your computer from the main window.

You can find the following items in the main window:

Settings	Lets you access the **Settings** window. You can view and configure various options to customize the Norton AntiVirus settings.

Performance	Lets you access the **Performance** window. The **Performance** window displays a chronicle representation of all the installs, downloads, optimizations, detections, alerts, and instances of Quick Scan. The window also displays a detailed graphical representation of CPU and memory usage by your Norton product.
Feedback	Lets you provide feedback on the product on a Symantec Web page. This feature may not be available in some versions of Norton AntiVirus.
Account	Lets you create or access your Norton Account. Norton Account lets you manage all of your Norton products in one place. This feature may not be available in some versions of Norton AntiVirus.

Support	Lets you access the **Norton Autofix** window that provides you various support options. You can also access the online Help from the **Support** drop-down menu. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help guides you to configure all of the product features. You can also access the product's version number.

You can use the following options to perform the important tasks in Norton AntiVirus:

System Status	Lets you view the overall protection status of your computer. When your system status is **Secure**, your computer is fully protected. When your system status is at **Attention** state, ensure that you fix all the issues. When your system status is at **At Risk** state, you must take immediate actions to fix the issues.

Scan Now	Lets you access different types of scans to protect your computer and your sensitive data. By using the Scan Now option, you can run the following types of scans: ▪ **Computer Scan** Lets you run different computer scans including **Quick Scan**, **Full System Scan**, and **Custom Scan**. ▪ **Reputation Scan** Lets you run different reputation scans including **Quick Scan**, **Full System Scan**, and **Custom Scan**. ▪ **Scan Facebook Wall** Lets you scan News Feeds on your Facebook Wall periodically to protect you from malicious links.
LiveUpdate	Lets you run LiveUpdate to download the latest virus definitions and program updates. Norton AntiVirus uses the latest virus definitions from Symantec servers to detect and remove latest security threats.

Advanced	Lets you access the Norton AntiVirus advanced window. By using the Norton AntiVirus advanced window, you can do the following: ▪ Run different scans. ▪ View Security History. ▪ View the quarantined items in the **Security History** window. ▪ View Norton Insight - Application Ratings. ▪ View the list of programs that are vulnerable on your computer and find how Norton protects you from the program vulnerabilities. ▪ View and configure Network Security Map. In addition, you can choose to turn on or turn off the protection features from this window.

When your system status is **At Risk** or **Attention**, this section automatically provides you the **Fix Now** option to fix all the issues at once.

The options on the right side of the Norton AntiVirus main window help you do the following:

Manage	Lets you access Norton Management. Norton Management lets you manage your Norton products on all of your devices from one location. Click the **Manage** icon at the right side of the main window to sign up for or log into Norton Management. The Norton Management agent should be installed on each device that you want to add to Norton Management. You can use your existing Norton Account login information to access Norton Management. Norton Management may not be available in some versions of Norton AntiVirus.

Mobile

Lets you download the Norton Mobile Security for Android.

You can use Norton Mobile Security on all your devices that use Android operating system. When you click the **Mobile** icon, the main window displays a Quick Response (QR) code for installing Norton Mobile Security. You can use the Android scan app on your Android device to scan the QR code and install Norton Mobile Security.

You can also click the link to go to the Web site where you can download Norton Mobile Security.

Norton Mobile Security may not be available in some versions of Norton AntiVirus.

Backup

Lets you set up the Norton Online Backup account or access your online backup status.

Norton Online Backup may not be available in some versions of Norton AntiVirus.

When you click the **Backup** icon, the main window displays Norton Online Backup **Log in** option. Norton Online Backup provides a secure online backup solution that safeguards your important data against system crash, accidental deleting, virus infection, and other disasters. You can access or restore the backed up data from any computer that is connected to the Internet.

Studio

Lets you access Norton Studio.

Norton Studio is an app that is available on your Windows 8 Apps Store. Norton Studio lets you manage your Norton products and Norton product keys from one location. You can view the security status of each of your devices and resolve the security issues by using the Norton Studio from any location around the world. You can go to Windows 8 App Store and download and install Norton Studio.

Your activation status or subscription status appears at the bottom of the main window. You can use the **Activate Now** option to activate or subscribe your Norton product.

You can also monitor the overall system CPU usage and the Norton-specific CPU usage in this window.

About the Norton AntiVirus advanced window

The Norton AntiVirus advanced window acts as a security management interface. The options in this window help you address all the important security and performance issues of your computer. The options are classified in different panes. Each pane contains the important features that you can easily access or configure from this window.

The panes are:

Computer Protection	Provides you the essential computer protection options. It also contains links to scan your computer, view the history of protection events, and manage quarantined items. You can also view the **Norton Insight - Application Ratings** window and improve the performance of Norton AntiVirus scans. In addition, you can run LiveUpdate. It also displays the updates availability as to when the last virus definitions were updated.

Network Protection	Provides you the essential network protection options. It also contains links to the list of vulnerable programs and Network Security Map.

You can view the different protection features on the right side of the window. You can move your mouse pointer over each feature to view a brief summary about the feature. You can also choose to ignore or monitor the protection status of a feature. You can choose to turn on or turn off the protection features from this window.

Responding to System Status indicators

Norton AntiVirus displays the overall protection status of your computer under the **Secure** section of the main window. When the system status needs attention or is at risk, you can take appropriate action to improve the **System Status**. Your computer protection is based on the programs that are installed on your computer. To improve your protection status, ensure that your installed programs are up to date.

The **System Status** indicator displays the following statuses:

Secure	Indicates that your computer and activities are protected from threats, risks, and damage.
Attention	Indicates that your computer and activities require attention. Take appropriate action to improve your protection status.

At Risk	Indicates that your computer and activities are at risk. Take immediate action to improve your protection status.

You can respond to the **System Status** indicators directly from the main window.

To respond to System Status indicators from the main window

1. In the bottom section of the Norton AntiVirus main window, click **Fix Now**.
2. Follow the on-screen instructions.

Monitoring the protection status of a feature

The Norton AntiVirus main window acts as a security management interface. You can access the main features and monitor the performance of your computer from the main window.

At times, you may want to turn off any option for a particular purpose. But by doing so, the status of your system changes to **Attention** or **At Risk**. In such cases, you can ignore the protection status of a particular feature to maintain a healthy overall system status. For example, you want to turn off **Browser Protection** for a limited period, and you still want the system status to be **Secure**. In this case, you can ignore the protection status of **Browser Protection** and then, turn off the option. When you ignore the protection status of a feature, it does not affect the overall **System Status**.

You can also monitor the protection status of the feature that has been ignored at any time.

You can ignore or monitor the protection status of only selected features that are available in the Advanced window.

The features are:

- Antivirus
- Antispyware
- SONAR Protection
- Intrusion Prevention
- Email Protection
- Browser Protection

To monitor the protection status of a feature

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the window that appears, move your mouse pointer over the feature name.
3. In the pop-up that appears, do one of the following:
   - To ignore the protection status of the feature that affects your computer's overall health evaluation, click **Ignore**.
   - To monitor the protection status of the feature that has been ignored, click **Monitor**.

About Norton Community Watch

Norton Community Watch helps in identifying new security risks by submitting selected security and application data to Symantec for analysis. Symantec assesses the data to determine the new threats and their sources. The collective efforts from Norton security product users help in quick identification of solutions for these threats and risks. Norton Community Watch improves user security and product functionality. In addition, it helps Symantec to analyze the execution, schedule, and efficiency of Norton-specific tasks and settings on your computer.

Norton Community Watch collects and submits the following types of data:

- Identified malicious software such as portable executable files and running processes

- Any Web site URL that your product identifies as fraudulent
- All the Web site URLs that you visited before the detection of a risk
- The applications and processes that run on your computer regularly and during any security risk detection
- Response instances that your computer sends to any potential security risk
- General system information and performance attributes from the computer
- General information about your computer such as idle time, standby, and screensaver settings

After the potential security risks are assessed from the submitted data, Symantec sends the information back to Norton AntiVirus. The Norton features such as Norton Insight and Insight Network use this information to identify files and processes at risk.

You should participate in Norton Community Watch submissions to provide valuable contribution to the entire community that uses Norton security products. Symantec maintains an adequate level of protection for the collected information. To allow or deny the detailed data submissions, you must configure the **Detailed Error Data Collection** option under **Norton Community Watch**. To access the **Detailed Error Data Collection** option, go the Norton AntiVirus main window, and then click **Settings > General > Other Settings > Detailed Error Data Collection**. The detailed data may vary depending on the Norton-specific errors and components. You can configure the option to manage the data submissions.

Norton Community Watch collects and submits detailed data about the Norton-specific errors and components only. It does not collect or store any personal information of any user.

If you chose not to join Norton Community Watch when you installed your Norton product, you can turn it on

later. To access the **Norton Community Watch** option, go to the Norton AntiVirus main window, and then click **Settings > General > Other Settings > Norton Community Watch**. You can also review the data, which Norton Community Watch collects and submits to Symantec, in the **Security History** window.

About Norton Bootable Recovery Tool

Norton Bootable Recovery Tool scans and removes viruses, spyware, and other security risks from your computer. Your computer might be infected with a virus if you experience any of the following symptoms:

- You cannot install Norton AntiVirus.
- You cannot start your computer.
- Your computer is extremely slow.

Norton Bootable Recovery Tool is integrated with Windows Preinstallation Environment (WinPE). Therefore, you can run Norton Bootable Recovery Tool only from a CD, DVD, or USB key. You must use Norton Bootable Recovery Tool Wizard to create the Norton Bootable Recovery Tool CD, DVD, or USB key.

You cannot run Norton Bootable Recovery Tool in WinPE for more than 72 hours. If you run Norton Bootable Recovery Tool for more than 72 hours, your computer restarts without any notification.

You can use the Norton Bootable Recovery Tool CD, DVD, or USB key to recover a computer that is infected with viruses and other security threats. This security program is not a replacement for continuous, real-time protection from viruses and latest security risks. To protect your computer from future infections, be sure to install or continue using Norton AntiVirus that you already purchased.

Norton Bootable Recovery Tool detects and resolves the following security threats:

Viruses	Programs that infect another program, boot sector, partition sector, or document by inserting themselves or attaching themselves to that medium. Most viruses just replicate; many also do damage.
Trojan horses	Programs containing malicious codes that are disguised as or hiding in something benign, such as a game or utility.
Hacking tools	Tools that are used by a hacker to gain unauthorized access to your computer. One type of hacking tool, a keystroke logger, tracks and records your individual keystrokes and can send this information back to the hacker.
Spyware	Programs that can scan systems or monitor activity and relay the information to other computers or locations in cyberspace.
Adware	Programs that facilitate the delivery of advertising content through their own window, or by using another program's interface.

Trackware	Programs that track system activity, gather system information, or track user habits, and relay this information to third-party organizations. The information that is gathered by such programs is neither personally identifiable nor confidential. Trackware programs are installed with the user's consent, and may also be packaged as part of other software that is installed by the user.

Downloading the Norton Bootable Recovery Tool Wizard

If your attempt to install a Norton product fails, you can download the Norton Bootable Recovery Tool Wizard. This easy-to-use wizard helps you create Norton Bootable Recovery Tool on a CD, DVD, or USB key. You can use Norton Bootable Recovery Tool to scan your computer and remove any security threats that prevent successful installation.

It is recommended that you download and install Norton Bootable Recovery Tool Wizard on a computer that does not have any security threats and create Norton Bootable Recovery Tool. If you create Norton Bootable Recovery Tool on an infected computer, there is a chance that the recovery CD, DVD, or USB key might get infected.



To use Norton Bootable Recovery Tool, you must use the product key of the Norton product that you purchased. If you use a trial version of Norton AntiVirus, you need to create a Norton Account to receive a product key to use Norton Bootable Recovery Tool.

You can download Norton Bootable Recovery Tool Wizard in one of the following ways:

- From the **Start** menu.
- From the Norton Support Web site.

To download the Norton Bootable Recovery Tool Wizard from the Start menu

1. On the Windows taskbar, do one of the following:
   - In Windows XP, click **Start > Programs > Norton AntiVirus > Norton Recovery Tools**.
   - In Windows Vista or Windows 7, click **Start > All Programs > Norton AntiVirus > Norton Recovery Tools**.
   - In Windows 8, on the **Start** screen, click **Norton Recovery Tools**
2. Follow the on-screen instructions.

To download the Norton Bootable Recovery Tool Wizard from the Internet

1. Open your Web browser, and go to the following URL:
   http://www.norton.com/recoverytool
2. Follow the on-screen instructions.

To download the Norton Bootable Recovery Tool Wizard from Norton AntiVirus

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the **Computer Scan** pane, do one of the following:
   - Click **Quick Scan**.
   - Click **Full System Scan**.
3. At the bottom of the scan window, next to **If you think there are still risks**, click **click here**.
4. In the **Norton Rescue Tools** Web page, click **Download Norton Bootable Recovery Tool**.
5. Follow the on-screen instructions.

About locating your Norton Product Key or activation PIN

To use Norton Bootable Recovery Tool, you must start the computer from any of the following recovery media and then provide your Norton Product Key or the activation PIN when prompted:

- Norton Bootable Recovery Tool CD or DVD
- Norton Bootable Recovery Tool USB key

If you already installed and activated any one of the following Norton product on your computer, you do not have to enter the Product Key for Norton Bootable Recovery Tool:

- Norton Internet Security 2010 or later
- Norton AntiVirus 2010 or later
- Norton 360 version 3.0 or later
- Norton Business Suite 4.0 or later
- Norton Security Suite 4.0 or later

Norton Bootable Recovery Tool does not have a separate Product Key or activation PIN. To use Norton Bootable Recovery Tool, you must provide the Product Key or activation PIN of the Norton product that you purchased.

If you purchased your Norton product from an Internet service provider (ISP), you would have received an activation PIN. When you use Norton Bootable Recovery Tool, you must use this activation PIN.

Norton Bootable Recovery Tool does not automatically locate the Product Key or the activation PIN on a computer that has multiple operating systems. If you use a computer that has multiple operating systems, you need to write down the Product Key or the activation PIN before you start Norton Bootable Recovery Tool and provide the key when prompted.

You can locate your Norton Product Key or activation PIN in any of the following ways:

- If you received your Norton product preinstalled by the computer manufacturer, the Product Key is available on your Norton Account. When you are prompted, you need to register for a Norton Account. After you complete registration, you can log on to your Norton Account and find your Product Key. You can also click on the **Account** link on the main window of your product and register and access Norton Account.
- If you bought your product from Best Buy store, the Norton Product Key is available in the product CD box. If you are not able to locate your Product Key, contact Best Buy.
- If you bought a Norton product CD online or from a local store, the Norton Product Key is printed on the back of the CD envelope. You can also log on to your Norton Account and find your Product Key.
- If you downloaded a Norton product from the Norton Online Store, the Product Key is in your confirmation email message. You can also see it in your order details. In addition, you can log on to your Norton Account and find your Product Key.
- If you purchased your Norton product from an ISP, the activation PIN is in your confirmation email message from your ISP. If you are not able to locate your activation PIN, contact your ISP.

In case you use Norton Security Suite or Norton Business Suite, you can find your activation PIN in the following way:

1. Go to the following URL:
   http://www.comcast.net/security
2. Under **Get Norton Now**, click **Windows**.
3. Click **Get It Now**.
4. Log on to your Comcast account, and then find your activation PIN under the product name.
   You can use this activation PIN when you use Norton Bootable Recovery Tool.

Creating Norton Bootable Recovery Tool on a CD or DVD

Norton Bootable Recovery Tool is integrated with Windows Preinstallation Environment (WinPE). Therefore, you can run Norton Bootable Recovery Tool only from a CD, DVD, or USB key. To use it, you first need to burn it to a CD or DVD.

If you choose to create Norton Bootable Recovery Tool on a re-writable CD or DVD, all the data that are stored in the CD or DVD are permanently deleted. Ensure that you back up all the data before creating Norton Bootable Recovery Tool on a re-writable CD or DVD.

To create Norton Bootable Recovery Tool CD or DVD

1. Open your CD drive and insert an empty CD or DVD.
2. In the **Norton Bootable Recovery Tool** main window, click **Create on CD/DVD media**.
3. In the **Create on CD/DVD media** window, do of the following:
   - Select the CD drive from the **Specify drive** drop-down list.
   - If you want to add drivers, click **Add** next to **Add drivers**.
   - If you want to change the default language, click **Change** next to **Specify language**. You can change the language in the **Select Language** window. By default, Norton Bootable Recovery Tool is created in English.
4. Click **Next**.
5. If you create Norton Bootable Recovery Tool on a re-writable CD or DVD, click **Yes** to confirm.
6. Review the results and do one of the following:
   - Click **Done** to close Norton Bootable Recovery Tool.
   - Click **Back to Main** to create or update Norton Bootable Recovery Tool in another media.

Creating Norton Bootable Recovery Tool ISO file

You can create a Norton Bootable Recovery Tool ISO file on your computer. You can burn this ISO file to a CD or DVD and use it as a recovery CD or DVD on any computer. You can also use this ISO file to point to any virtual machine as a virtual CD-ROM.

To create Norton Bootable Recovery Tool ISO file

1. In the **Norton Bootable Recovery Tool Wizard** main window, click **Create ISO file**.
2. In the **Create ISO file** window, do the following:
   - If you want to save the ISO file to a specific location, click **Change** next to **Select location**.

     You can browse and select the folder location.
   - If you want to add drivers, click **Add** next to **Add drivers**.
   - If you want to change the default language, click **Change** next to **Specify language**.

     You can change the language in the **Select Language** window. By default, Norton Bootable Recovery Tool is created in English.
3. Click **Next**.
4. Review the results and do one of the following:
   - Click **Done** to close Norton Bootable Recovery Tool.
   - Click **Back to Main** to create or update Norton Bootable Recovery Tool in another media.

Creating Norton Bootable Recovery Tool on a USB key

You can create Norton Bootable Recovery Tool on a USB key and use it to run Norton Bootable Recovery Tool on your computer.

When you create Norton Bootable Recovery Tool on a USB key, all the data that are stored in this USB key are permanently deleted, and the USB key is formatted. Ensure that you back up all the data before creating Norton Bootable Recovery Tool on a USB key.

To create Norton Bootable Recovery Tool on a USB key

1. Insert the USB key into the USB port of your computer.
2. In the **Norton Bootable Recovery Tool Wizard** main window, click **Create on USB key**.
3. In the **Create on USB key** window, do the following:
   - Select the USB drive from the **Specify drive** drop-down list.
   - If you want to add drivers, click **Add** next to **Add drivers**.
   - If you want to change the default language, click **Change** next to **Specify language**.

     You can change the language in the **Select Language** window. By default, Norton Bootable Recovery Tool is created in English.
4. Click **Next**.
5. In the confirmation message, click **Yes** to let Norton Bootable Recovery Tool format your USB key before creating Norton Bootable Recovery Tool.
6. Review the results and do one of the following:
   - Click **Done** to close Norton Bootable Recovery Tool.
   - Click **Back to Main** to create or update Norton Bootable Recovery Tool in another media.

Accessing Norton Bootable Recovery Tool Wizard

Norton Bootable Recovery Tool is integrated with Windows Preinstallation Environment (WinPE). Therefore, you can run Norton Bootable Recovery Tool only from a CD, DVD, or USB key.

Norton Bootable Recovery Tool Wizard helps you create Norton Bootable Recovery Tool. You can create Norton Bootable Recovery Tool on a CD, DVD, or USB key. You can use this media to run Norton Bootable Recovery Tool on your computer.

If you have a valid Norton product key or activation PIN, you can go to your Norton Account and access the Norton Bootable Recovery Tool download link.

To access your Norton Account, go to the following address:

https://account.norton.com

To access Norton Bootable Recovery Tool Wizard

1. Do one of the following:
   - Double-click the Norton Bootable Recovery Tool Wizard icon on your computer desktop.
   - In Windows XP, Windows Vista, and Windows 7, on the Windows taskbar, click **Start > All Programs > Norton Bootable Recovery Tool Wizard > Norton Bootable Recovery Tool Wizard**.
   - In Windows 8, on the **Start** screen, click **Norton Recovery Tools**.
2. Follow the on-screen instructions to download Norton Bootable Recovery Tool Wizard.

Using the Norton Bootable Recovery Tool

If the installation of your Norton product fails, you can use the Norton Bootable Recovery Tool to scan and remove any security threats that prevent successful installation. If your computer is infected and you are not able to start your Windows operating system, you can use Norton Bootable Recovery Tool to remove threats and recover your computer.

Norton Bootable Recovery Tool is available on the product CD that you purchased. You can use the product CD as a recovery media.

If you have purchased this product as a download, go to the following URL to download the Norton Bootable Recovery Tool Wizard:

http://www.norton.com/recoverytool_n360

Norton Bootable Recovery Tool automatically downloads the latest virus definitions from Symantec servers and uses these virus definitions to secure your computer from all types of viruses and latest security threats. If Dynamic Host Configuration Protocol (DHCP) is enabled, virus definitions are automatically updated when your computer is connected to the Internet. Therefore, you must use an Ethernet connection to update the virus definitions in Norton Bootable Recovery Tool. You cannot update the Norton Bootable Recovery Tool virus definitions by using a wireless network connection.

If the virus definitions are out of date, Norton Bootable Recovery Tool may not detect and remove all the latest security threats from your computer.



To use Norton Bootable Recovery Tool, you must use the product key of the Norton product that you purchased. If you use a trial version of Norton AntiVirus, you need to create a Norton Account to receive a product key to use Norton Bootable Recovery Tool.

To use the Norton Bootable Recovery Tool

1. Insert the Norton Bootable Recovery Tool recovery media.
2. Turn on or Restart your computer and enter to the BIOS mode.
   You can enter the BIOS mode by pressing the key that is displayed immediately after your system is turned on.
3. Select the recovery media on which you have created the Norton Bootable Recovery Tool and then press Enter.
   If you are using UEFI-enabled machine, select the recovery media under the **Legacy Boot** option instead of the **UEFI Boot** option.
   The recovery media can be the Norton Bootable Recovery Tool CD, DVD, or USB key.

4 Read the Norton License Agreement, type your Product Key, and then click **I Agree**.
If you use a non-QWERTY keyboard, use the **Virtual Keyboard** option to enter your Product Key.

5 In the Norton Bootable Recovery Tool window, click **Norton Advanced Recovery Scan**.

6 In the Scan section, click **Start Scan**.
When the scan is complete, the scan results window lists the following:
- The total number of files scanned
- The total number of threats detected
- The total number of resolved threats
- The total number of unresolved threats
- The details of each detected threat

7 In the scan results window, do one of the following:
- To fix all of the threats that are found on your computer, select **Set all action to Fix**.
- To perform appropriate actions for each of the threats, select **Fix** or **Ignore**.

8 Click **Continue**.

9 If a confirmation dialog box appears, click **OK**.

10 In the Scan Summary window, review the scan summary and do one of the following:
- Click **Done**.
- To run another scan, click **Scan Again**.

Updating virus definitions on a USB key

Symantec virus definitions are used in Norton Bootable Recovery Tool to scan your computer for the latest security risks. When you create Norton Bootable Recovery Tool on a USB key, the latest virus definitions are automatically downloaded and included in the USB key. You can update the virus definitions in Norton Bootable Recovery Tool on a USB key that you created earlier.

To update Norton Bootable Recovery Tool virus definitions on a USB key

1. Insert your Norton Bootable Recovery Tool USB key into the USB port of your computer.
2. In the **Norton Bootable Recovery Tool Wizard** main window, click **Update USB key definitions**.
3. In the **Update USB key definitions** window, from the **Specify drive** drop-down list, select the **USB drive**.
4. Click **Next**.
5. Review the results and click **Done**.

About Norton Power Eraser

Norton Power Eraser is a powerful removal tool that can help you clean up the security risks that are difficult to remove from your computer. If a program hijacked your computer and you have difficulty in removing it, Norton Power Eraser helps you remove the security threat from your computer.

Norton Power Eraser includes detection and removal capabilities for the security risks that impersonate legitimate applications. The tool uses more aggressive techniques than your Norton security product; hence there is a risk that it may flag legitimate programs for removal. You should carefully review the scan results page before removing any files.

Downloading and accessing Norton Power Eraser

You can download Norton Power Eraser using your Web browser. After you download, you can scan your computer with Norton Power Eraser to remove security threats.

To download and access Norton Power Erase

1. Open your Web browser and go the following URL: http://security.symantec.com/nbrt/npe.aspx

2 In the page that appears, click **Download Norton Power Eraser**.
3 Save the **NPE.exe** file to your Desktop.
4 Double-click the **NPE.exe** file on your Desktop.
5 Read the license agreement, and then click **Accept**.

Scanning your computer with Norton Power Eraser

You can scan your computer with Norton Power Eraser to remove threats even if you have a Symantec security product. If you cannot start your computer in Normal mode, you can run Norton Power Eraser in Safe mode.

To scan your computer with Norton Power Eraser

1 Double-click the **NPE** icon on your desktop.
2 Read the End User License Agreement and click **Accept**.
3 In the **Norton Power Eraser** window, click **Scan for Risks**.
4 In the window that appears, click **Restart**.
Norton Power Eraser restarts your computer and starts the system scan after you log back in to your computer. By default, Norton Power Eraser performs a Rootkit scan and requires a system restart.

If Norton Power Eraser finds some issues or risks, you may need to follow the on-screen instructions to resolve the issues

Scanning your computer may take several minutes. The scan progress screen displays the items being scanned. After the scan is complete, you can double-click a file name in the list and get more information about the item.

Starting Norton AntiVirus from the command prompt

If you work from the command line (for example, writing a script or code), you can start Norton AntiVirus while you are still in DOS.

To start Norton AntiVirus from the command prompt

1. At the command-line prompt, type the directory where Norton AntiVirus is located, and the executable.
   - In 32-bit version of Windows, Norton AntiVirus and the executable are located at the following path:

     \Program Files\Norton AntiVirus\Engine*version*\Uistub.exe

     Where *version* represents the version number of installed Norton AntiVirus.
   - In 64-bit version of Windows, Norton AntiVirus and the executable are located at the following path:

     \Program Files (x86)\Norton AntiVirus\Engine*version*\Uistub.exe

     Where *version* represents the version number of installed Norton AntiVirus.
2. Press **Enter**.

About the Norton AntiVirus icon

After you install Norton AntiVirus, it displays an icon in the notification area at the far right of the Windows taskbar. This icon indicates the current status of your computer.

Norton AntiVirus displays alerts and notifications to inform you how viruses and other security threats are detected and resolved. These alerts and notifications appear over the notification area of your computer. In

most cases, you can click the link available in the alert to view the details and fix the problems.

The Norton AntiVirus icon represents the current state of your computer. The icon changes its color when it actively fixes any issues or wants to inform you about any warning or urgent issues.

You can see the following representations of Norton AntiVirus icon in the notification area:

Icon with a green badge	Represents that your computer is completely secure
Icon with an orange badge	Represents that there are some issues against your computer protection that require your attention
Icon with a red badge	Represents that there are some urgent issues against your computer protection that require immediate resolution
Icon with a gray badge	Represents that your product is disabled
Icon with a yellow badge	Represents that Norton AntiVirus is fixing issues
Icon with a crescent-pattern	Represents that the Silent Mode feature is turned on This icon also displays the current protection status badge.

You can right-click the Norton AntiVirus icon to open the shortcut menu to quickly access a few important tasks of Norton AntiVirus.

About Norton AntiVirus shortcut menu

Norton AntiVirus performs background activities to keep your computer secure. The icon in the notification area reassures you that your protection is up to date. The icon changes its color if any change in status occurs.

The messages that appear in the notification area might require a response from you, such as opening a window, and taking an action. More often, messages inform you about current activities, and they disappear after a few seconds. You can check the **Security History** window for any further details.

You can right-click the Norton AntiVirus icon to access specific Norton AntiVirus activities. Depending on the current activities, your options include the following:

Open Norton AntiVirus	Lets you launch the Norton AntiVirus main window to complete tasks, view current status, or access other features.
Run Quick Scan	Lets you run a Quick Scan to protect possible virus-infected areas of your computer.
Run LiveUpdate	Lets you run LiveUpdate to check for definition and program updates.
View Recent History	Lets you review the information about the security events for all of the categories.
Get Support	Lets you resolve your problem easily using Norton Autofix.

Turn on/Turn off Silent Mode	Lets you turn on or turn off Silent Mode.
Disable/Enable Antivirus Auto-Protect	Lets you turn off or turn on Antivirus Auto-Protect.
Check for New Version	Lets you check if new version of your product is available or not. This option is available only if you have activated your product and you have an active subscription.

About LiveUpdate

Symantec products download the latest definition updates and program updates regularly from Symantec servers. The definition updates protect your computer from the latest viruses and unknown security threats. Using the LiveUpdate technology, Symantec products help you to obtain and install these updates.

LiveUpdate takes little time to download and process the definition updates and program updates. You can choose Smart Definitions to minimize download time, installation time, and memory consumption as Smart Definitions are a subset of virus definitions. To access the **Smart Definitions** option, go to the Norton AntiVirus main window, and then click **Settings > Updates > Smart Definitions**. You can cancel the LiveUpdate session at any time.

LiveUpdate obtains these updates for your computer by using your Internet connection. If your network uses proxy servers to connect to the Internet, LiveUpdate uses the proxy settings in your product to download the latest updates. To configure the proxy settings of your network, go to the Norton AntiVirus

main window, and then click **Settings > Network > Network Security Settings > Proxy Server > Configure**.



LiveUpdate does not download the latest definition updates and program updates, if the **Network Cost Awareness** option in the **Settings** window is set to **No Traffic**. Network Cost Awareness lets you define the amount of network bandwidth that Norton AntiVirus can use. Therefore, you must ensure that the **Network Cost Awareness** option is turned on and set to **No Limit** or **Critical Updates Only** for LiveUpdate to run successfully.

About Program and Definition Updates

LiveUpdate obtains program updates and definition updates for your computer by using your Internet connection.

Program updates are minor improvements to your installed product. These differ from product upgrades, which are newer versions of the entire product. Program updates are usually created to extend the operating system or hardware compatibility, adjust a performance issue, or fix program errors. Program updates are released on an as-needed basis.



Some program updates may require that you restart your computer after you install them.

LiveUpdate automates the process of downloading and installing program updates. It locates and obtains files from an Internet site, installs them, and then deletes the older files and downloaded definitions from the temporary folder after processing the updates.

Definition updates are the files that keep your Symantec products up to date with the latest antithreat technology. The definition updates that you receive depend on which product you use.

The type of definition updates that each of the Symantec products receive are as follows:

Norton AntiVirus, Norton AntiVirus Online	Users of these products receive the latest virus definitions from Symantec that protects your computer from all types of security threats.
Norton Internet Security, Norton Internet Security Online	In addition to the virus and security risk updates, users of these products receive definition updates for security protection. For the products that contain protection against phishing, users receive definition updates against phishing. The security definition updates provide the latest predefined firewall rules, the updated lists of applications that access the Internet, Intrusion Prevention signatures, and Symantec spam definition files. These lists are used to identify unauthorized access attempts to your computer.

Norton 360, Norton 360 Online	Users of these products receive the latest virus definitions from Symantec that protects your computer from all types of security threats. In addition, users of these products receive Symantec spam definition files and definition updates against phishing.
Norton Security Suite, Norton Business Suite	Users of these products receive the latest virus definitions from Symantec that protects your computer from all types of security threats. In addition, users of these products receive Symantec spam definition files and definition updates against phishing.

About Smart Definitions

Norton AntiVirus downloads and installs virus definitions regularly to protect your computer from the latest security threats. For faster downloads and installation purpose, Norton AntiVirus classifies these virus definitions into two sets.

The virus definitions are classified into the following two sets:

Complete Set	Contains all the virus definitions for each threat that is known to Symantec.

Core Set	Contains the most important virus definitions that are required for latest security threats as viewed by Symantec. The Core Set is a subset of the Complete Set, and it is approximately 30 percent smaller than the Complete Set. The Core Set minimizes download time, installation time, and system start time. It also occupies lesser amount of disk space as compared to the Complete Set virus definitions. Therefore, the Core Set results in faster performance of your computer.

The Core Set virus definitions are called as Smart Definitions. Norton AntiVirus provides the **Smart Definitions** option to choose between Core Set virus definitions and Complete Set virus definitions for LiveUpdate sessions. To access the **Smart Definitions** option, go to the Norton AntiVirus main window, and then click **Settings > Updates > Smart Definitions**.

During Automatic LiveUpdate or each time that you run LiveUpdate manually, Norton AntiVirus checks if the **Smart Definitions** option is turned on or off. It then downloads and installs the desired set of virus definitions based on the option settings. By default, the **Smart Definitions** option is turned on, which means that the Core Set virus definitions are downloaded and installed.

Turning off or turning on Smart Definitions

Smart Definitions are a subset of virus definitions that contains most important definitions for the latest security threats.

As the Smart Definitions are of considerably smaller size, it results in lesser download time, lesser installation time, lesser boot time, and lesser memory consumption. It also occupies lesser amount of disk space as compared to the full set of virus definitions. Therefore, Smart Definitions result in faster performance of your computer.

Norton AntiVirus checks the **Smart Definitions** option settings during each LiveUpdate session. If the option is turned on, the Smart Definitions are downloaded and installed. If the option is turned off, all of the virus definitions are downloaded and installed.

To turn off or turn on Smart Definitions

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Updates**.
3. In the **Smart Definitions** row, do one of the following:
   - To turn off Smart Definitions, move the **On/Off** switch to the right to the **Off** position.
   - To turn on Smart Definitions, move the **On/Off** switch to the left to the **On** position.
4. In the **Settings** window, click **Apply**.
5. Click **OK**.

About running LiveUpdate

You should run LiveUpdate as soon as you install Norton AntiVirus. Some Symantec products run LiveUpdate automatically to keep your protection up to date. If you do not use the **Automatic LiveUpdate** option, you should manually run LiveUpdate once a week.

In addition to the definition updates that Automatic LiveUpdate downloads, the product uses streaming technology to download the latest virus definitions. These downloads are called Pulse Updates. The Pulse

Updates are lighter and faster than Automatic LiveUpdate. It keeps your computer secure from the ongoing threats on the World Wide Web.

When Pulse Updates are enabled, LiveUpdate checks for definition updates every few minutes and downloads the streamed virus definitions. The Pulse Updates protect your computer from the latest security threats without compromising your system performance. Even if you turn off Pulse Updates, LiveUpdate picks all the missed streams and it updates your computer during the full definition updates.

Each LiveUpdate session checks if the **Smart Definitions** option is turned on or off, and downloads and installs the updates based on the option settings. To access the **Smart Definitions** option, go to the Norton AntiVirus main window, and then click **Settings > Updates > Smart Definitions**. By default, the **Smart Definitions** option is turned on. As Smart Definitions are only a subset of all the virus definitions, you can minimize download time, installation time, and memory consumption. However, if you want all of the virus definitions to be downloaded and installed, you can turn off the **Smart Definitions** option.

Checking for updates manually

LiveUpdate checks for updates to the product that is installed on your computer.

These updates protect your computer from newly discovered threats. LiveUpdate uses the Internet connection to connect to the Symantec server, checks for updates, and then downloads and installs them automatically.

You should have the **Automatic LiveUpdate** option turned on to ensure that you have the latest definition updates and program updates. Definition updates contain the information that allows the product to recognize and alert you to the presence of a specific virus or security threat. Symantec issues program updates periodically, which are enhancements to the

product. Program updates are usually created to fix program errors, improve the performance of the program, or, to extend the operating system or hardware compatibility. After you install program updates, you might not necessarily see a difference in the way that the product works.

If you are not connected to the Internet, connect to the Internet first, and then run LiveUpdate. Or, if you use a proxy server to connect to the Internet, configure the proxy settings, and then run LiveUpdate. To configure the proxy settings of your network, go to the Norton AntiVirus main window, and then click **Settings > Network > Network Security Settings > Proxy Server > Configure**.

When the LiveUpdate session is complete, you can use the **View Summary** link to view the summary of the updates that are installed on your computer.

To check for updates manually

1. In the Norton AntiVirus main window, click **LiveUpdate**.
   LiveUpdate connects to the Symantec server, checks for available updates, and then downloads and installs them automatically.
2. In the **Norton LiveUpdate** window, when the installation is complete, click **OK**.
   Some program updates may require you to restart your computer after you install them.

About keeping your protection up to date

Definition updates are available to you as long as you maintain an active product status. The ways in which

you can acquire the product and maintain your status are as follows:

If you purchased a subscription version of a retail product	The product includes a limited-time subscription to definition updates. When the subscription is due to expire, you are prompted to renew. Follow the on-screen instructions to complete your subscription renewal. After your product expires, you cannot obtain updates of any kind and all the security features are turned off. If you do not renew your product, you are no longer protected against security threats. Though LiveUpdate continues to check for updates after expiration, you must renew your product to enable all the security features.
If you purchased a product as a service, or it came installed on your computer	If you do not activate your service or renew your subscription, you cannot obtain updates of any kind and the software no longer functions.
If you receive this service through your service provider	Your product status is always active as long as your security service is active with your service provider. If your security service is not active, you cannot obtain updates of any kind and the software no longer functions.

Turning off or turning on Automatic LiveUpdate

You can have LiveUpdate check for definition updates and product updates automatically on a set schedule, by turning on the **Automatic LiveUpdate** option. You can also run LiveUpdate manually when the **Automatic LiveUpdate** option is turned on. However, you must

run LiveUpdate manually to obtain updates if you have turned off the **Automatic LiveUpdate** option.



If you are connected to the Internet, Automatic LiveUpdate downloads product updates and definition updates every hour. If you have an Integrated Services Digital Network (ISDN) router that is set to automatically connect to your Internet service provider (ISP), it may incur charges each time. If you do not want this setup, you can turn off the automatic connection on your ISDN router, or turn off the **Automatic LiveUpdate** option.

To turn off Automatic LiveUpdate

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Updates**.
3. In the **Automatic LiveUpdate** row, move the **On/Off** switch to the right to the **Off** position.
4. In the **Settings** window, click **Apply**.
5. In the **Security Request** dialog box, in the **Select the duration** drop-down list, select how long you want to turn off Automatic LiveUpdate, and then click **OK**.
6. In the **Settings** window, click **OK**.

To turn on Automatic LiveUpdate

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Updates**.
3. In the **Automatic LiveUpdate** row, move the **On/Off** switch to the left to the **On** position.
4. In the **Settings** window, click **Apply**.
5. Click **OK**.

Turning on or turning off Apply updates only on reboot

LiveUpdate obtains latest definition updates and the program updates that keep your computer secure from the latest security threats. Definition updates contain the information that allows Norton AntiVirus to recognize and alert you to the presence of a specific virus or a security threat. Certain program updates require system restart for the update to complete. The **Apply updates only on reboot** option lets you choose how the program updates needs to be applied.



The **Apply updates only on reboot** option is available only on Windows 7 and Windows 8.

When you turn on the **Apply updates only on reboot** option, the **Restart Now** and the **Restart Later** options appear in the **Norton LiveUpdate** window. When you click **Restart Now**, your computer is restarted and the program updates are applied. When you click **Restart Later**, the program updates are applied when you restart your computer.

When you turn off the **Apply updates only on reboot** option, the **Apply Now** option appears in the **Norton LiveUpdate** window. When you click **Apply Now**, the program updates that do not require system restart are applied instantly. However, the program updates that require system restart are automatically applied the next time you restart your computer.

To turn on or turn off Apply updates only on reboot

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Updates**.
3. In the **Apply updates only on reboot** row, do one of the following:
   - To turn off **Apply updates only on reboot**, move the **On/Off** switch to the right to the **Off** position.
   - To turn on **Apply updates only on reboot**, move the **On/Off** switch to the left to the **On** position.

4 In the **Settings** window, click **Apply**.
5 Click **OK**.

About Pulse Updates

In addition to the definition updates that Automatic LiveUpdate downloads, Norton AntiVirus uses streaming technology to download the latest virus definitions. These downloads are called Pulse Updates. The Pulse Updates are lighter and faster than Automatic LiveUpdate. They keep your computer secure from the ongoing threats that exist on the Internet. Pulse Updates protect you against the rapidly-changing environment of security threats without compromising your computer's performance. Pulse Updates should always be turned on to get the latest updates.

Pulse Updates checks for definition updates every 5 minutes. If definition updates are available, LiveUpdate downloads the streamed virus definitions. Pulse Updates provide the updates in between the full updates, which Automatic LiveUpdate downloads automatically every hour. Norton AntiVirus merges the new stream that is downloaded with the last updates that are installed. The Pulse Updates downloads provide additional and fast protection for the latest threats in between the full updates without disrupting your online experience.

Even if you do not turn on Pulse Updates, LiveUpdate collects all the missed streams and, it updates your computer during full definition updates.

Turning off or turning on Pulse Updates

Pulse Updates provide frequent, lightweight updates every 5 minutes in between the full updates. Always ensure that the **Pulse Updates** option is turned on. It protects you from the latest threats without compromising your system performance or disrupting your online experience.

You must be connected to the Internet to obtain latest definition updates by using Pulse Updates. You can turn on or turn off **Pulse Updates** only if **Automatic LiveUpdate** is turned on.

To turn off or turn on Pulse Updates

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Updates**.
3. Under **Automatic LiveUpdate**, in the **Pulse Updates** row, do one of the following:
   - To turn off Pulse Updates, move the **On/Off** switch to the right to the **Off** position.
   - To turn on Pulse Updates, move the **On/Off** switch to the left to the **On** position.
4. In the **Settings** window, click **Apply**.
5. Click **OK**.

About Network Proxy Settings

A proxy server regulates access to the Internet, and prevents external computers from accessing your network. If you are on a network that uses a proxy server to connect to the Internet, you can provide proxy server details to Norton AntiVirus. You can use the **Network Proxy Settings** window to specify the automatic configuration URL, the proxy settings, and the authentication details. Norton AntiVirus uses the proxy settings and authentication details to connect to the Internet automatically, whenever required. For example, LiveUpdate uses the specified proxy server settings to retrieve updates. You must ensure that you specify the proxy server details for LiveUpdate to run successfully.

In some cases, your network uses an automatic configuration URL or script for managing Internet access. In this case, you must provide the URL of the required Proxy Automatic Configuration (PAC) file. A

PAC file contains the code that lets your browser know about the proxy settings for different Web sites over the Internet. It also contains the words which you want to filter and block while you access the Internet. You can also choose the option that lets your browser to automatically detect the proxy settings. If you want your manual settings in the network, ensure that you disable the **Automatic Configuration** options.

Network Proxy Settings window lets you specify the following settings:

Automatic Configuration	Lets you specify the automatic configuration URL or script to manage Internet access. You have the following options: ▪ **Automatically detect settings** Lets your browser detect the network settings automatically. If you do not want to override your manual settings for network connections, you must disable this option. ▪ **Use automatic configuration script** Lets your browser use the automatic configuration URL or script to manage Internet access. Use the **URL** box to provide the HTTP URL or the HTTPS URL.

Proxy Settings	Lets you provide the details of your Proxy Settings. Under **Proxy Settings**, check **Use a proxy server for your HTTP connections**, and do the following: ▪ In the **Address** box, type the URL or IP address of your proxy server. ▪ In the **Port** box, type the port number of your proxy server. You can specify a value from 1 to 65535.
Authentication	Lets you connect to the Internet through a server that requires authentication. Use the **Username** box and **Password** box to type the authentication details.

Configuring Network Proxy Settings

When you use a proxy server to connect to the Internet, you must specify the proxy server details. The **Network Proxy Settings** window lets you enter automatic configuration settings, proxy settings, and proxy server authentication settings. The Network Proxy settings let you connect to the Internet while you perform tasks such as activating the product or accessing the support options.

To configure Network Proxy Settings

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Network Security Settings**.
4. In the **Proxy Server** row, click **Configure**.

5 In the **Network Proxy Settings** window, do the following:

- If you want your browser to automatically detect network connection settings, under **Automatic Configuration**, check **Automatically detect settings**.
- If the proxy server requires an automatic configuration URL, under **Automatic Configuration**, check **Use automatic configuration script**. Type the URL of the PAC file in the **URL** box.
- If your network uses a proxy server, under **Proxy Settings**, check **Use a proxy server for your HTTP connections**. In the **Address** box, type the URL or IP address of your proxy server, and in the **Port** box, type the port number of your proxy server. You can specify a value from 1 to 65535.
- If your proxy server requires a user name and password, under **Authentication**, check **I need authentication to connect through my firewall or proxy server**. Type the user name in the **Username** box and password in the **Password** box.

6 In the **Network Proxy Settings** window, click **Apply**.

Monitoring your system's performance

2

This chapter includes the following topics:

- About System Insight

About System Insight

Norton AntiVirus continuously monitors your computer to keep it free of any problems and run at peak efficiency. Norton AntiVirus constantly scans the vital areas of your computer including memory, registry keys, and running processes. It monitors the important activities such as general file operation, network traffic, and Internet browsing. In addition, Norton AntiVirus ensures that the activities that it performs on your computer do not degrade the overall performance of your computer.

System Insight provides you a centralized location where you can view and monitor the activities that you perform on your system. System Insight displays such information in the **Performance** window.

You can use the **Performance** window for the following:

- To view monthly history of the important system activities that you performed or that occurred over a period of the last three months.

  The Events graph that appears at the top of the window provides a pictorial representation of important system activities. The activities include application installations, application downloads,

disk optimizations, threat detections, performance alerts, or Quick Scans. The graph displays the activities as icon or stripe, and the description for each icon or stripe is provided at the bottom of the graph. The pop-up that appears when you move the mouse pointer over an icon provides you the details about the activity. The **View Details** link in the pop-up lets you view additional details about the activity in the **Security History** window. You can use the tabs at the top of the graph to obtain details for the current month and details for the last two months.

- To rearrange the organization of files on your computer.

  Optimizing your system helps you maximize the usable free space on a disk by grouping files based on how they are accessed. The **Optimize** option at the top of the Events graph lets you defragment your system.
- To view and analyze the effect of Norton AntiVirus on the performance of your computer.

  The Performance graph that appears at the bottom of the window provides a graphical representation of your CPU usage and memory usage. The **CPU** tab displays a graph that represents the overall system CPU usage and Norton-specific CPU usage. When you click at any point on the CPU graph and memory graph, Norton AntiVirus displays a list of the processes that consume maximum resources at that point. It also displays the percentage of usage for each process. You can click a process that is available in the list to get more information about the process in the **File Insight** window. The **Memory** tab displays a graph that represents overall memory usage and Norton-specific memory usage. You can select any of the **Zoom** options to obtain magnified view or historical data of the graphs.
- To view the details of Norton-specific jobs that are currently running in the background.

The **Norton Tasks** window provides the details such as the timestamp, the duration, and the status of the background jobs. The details also include the type of power the job needs to run and if a job ran during idle time. You can select different power sources for the background jobs. You can also start or stop a background job at any time.

- To view the details of the Files of Interest.

  The **Norton Insight - Application Ratings** window provides details on the trust level, prevalence, resource usage, and stability ratings for the Files of Interest.

You can use the **Performance Monitoring** option to monitor the performance of your computer. To access the **Performance Monitoring** option, go to the Norton AntiVirus main window, click **Settings > General > Performance Monitoring > Performance Monitoring** .

Accessing the Performance window

System Insight provides you a centralized location where you can view and monitor your system activities. System Insight displays such information in the **Performance** window. You can access the **Performance** window to view details about the important system activities, CPU usage and memory usage, and Norton-specific background jobs. You can also view Norton Insight details and defragment your boot volume.

To access the Performance window

- In the Norton AntiVirus main window, click **Performance**.

About monitoring system activities

System Insight provides information about the important system activities that you performed or that occurred over a period of the last three months. System Insight displays the information in the **Performance**

window. The Events graph at the top of the **Performance** window displays each activity as icon or stripe. The description for each icon or stripe appears at the bottom of the graph. You can use the tabs at the top of the graph to obtain details for the current month and for the last two months. The activities include:

Installs	Provides the details about the installation activities that you performed on your system over a period of the last three months. The details include the application that you installed, the date on which you installed the application, and the total number of installations on that date.
Downloads	Provides the details about the application-download activities that you performed on your system over a period of the last three months. The details include the date on which you downloaded a file and the total number of downloads on that date. You can click the file name link to view additional details about the downloaded file such as the Download Insight report, file name, reputation level, and recommended action.
Optimized	Indicates the optimization activities that you performed on your system over a period of the last three months.

Detections	Provides the details about the threat detection activities that Norton AntiVirus performed on your system over a period of the last three months. The details include the date on which Norton AntiVirus detected a threat and the total number of threats that Norton AntiVirus detected on that date. The **View Details** link provides additional details about the risk such as the risk impact and the origin of the risk. The details also include the action that a threat has performed on your system and the action that Symantec recommends you to resolve the threat.
Alerts	Provides the details about the performance alerts that Norton AntiVirus displayed over a period of the last three months. The details include the monitored date and the number of performance alerts generated. The **View Details** link provides additional details about performance-related activities, program name, program location, and system resources utilization.

Quick Scans	Provides the details about Quick Scans that Norton AntiVirus performed on your system over a period of the last three months. The details include the date on which a Quick Scan was performed and the number of Quick Scans that were performed on that date. The **View Details** link provides additional details such as the scan time, total items scanned, total risk detected, total risks resolved, and recommended action.

Viewing details of your system activities

System Insight lets you view details of the system activities that you performed or that occurred over the last three months in the **Performance** window. The activities include application installations, application downloads, disk optimizations, threat detections, performance alerts, or Quick Scans. You can use the tabs at the top of the Events graph to obtain details for the current month and for the last two months. The Events graph at the top of the **Performance** window displays each activity as icon or stripe. The description for each icon or stripe appears at the bottom of the graph. The pop-up that appears when you move the mouse pointer over an icon provides you the details about the activity. The details include the date on which an activity was performed and the number of such activities that you performed on that date. The **View Details** link provides additional details of the activity in the **Security History** window.

To view details of your system activities

1. In the Norton AntiVirus main window, click **Performance**.
2. In the **Performance** window, at the top of the Events graph, click the tab for a month to view the details.
3. In the Events graph, move the mouse pointer over the icon or the stripe for an activity.
4. In the pop-up that appears, view the details of the activity.
5. If the **View Details** option appears in the pop-up, click **View Details** to view additional details in the **Security History** window.

About performance alerting

Norton AntiVirus monitors your system performance. If it detects an increased usage of system resources by any program or process, it notifies you with performance alerts. Performance alerting works only when the **Performance Monitoring** option and **Performance Alerting** option are turned on.

Performance alerting notifies you with information about the program name and resources that the program uses excessively. The **Details & Settings** link in the performance notification alert lets you view additional details about the resource consumption by the program. The **File Insight** window opens and displays the details of the file, the origin of the file, the process ID, and the complete resource usage list of the program. From the **File Insight** window, you can choose to exclude the program from being monitored. You can use the **Settings** option in the **File Insight** window to turn off the **Performance Alerting** option.

Performance alerts are not displayed when your computer is idle or in Silent Mode.

For each system resource, such as CPU, memory, and hard disk, there is a resource consumption threshold defined. When the resource consumption of a program

exceeds the defined threshold limit, Norton AntiVirus alerts you with a performance alert.

You can use the **Resource Threshold Profile for Alerting** option to configure the threshold limit. To access the **Resource Threshold Profile for Alerting** option, go to the Norton AntiVirus main window, and then click **Settings > General > Performance Monitoring > Resource Threshold Profile for Alerting**.

You can use the **Use Low Resource Profile On Battery Power** option to let Norton AntiVirus automatically change the resource threshold profile to low when your computer runs on battery power.

You can use **Alert for High usage** of option to configure Norton AntiVirus to alert for high usage of CPU, memory, disk, and handles.

In addition, you can add programs to the **Program Exclusions** list using the **Program Exclusions** option. When you add a program to the **Program Exclusions** list, Norton AntiVirus does not alert you when the program exceeds the defined resource consumption threshold limit.

You can view all the performance-related logs under the **Performance Alert** category in the **Security History** window.

Configuring performance alerts

You can use the **Performance Alerting** option to receive performance alerts when there is an increased usage of system resources by any program or process.

You can use the following options to configure performance alerts:

Off	Turns off performance alerts. Select this option if you do not want Norton AntiVirus to notify you with performance alerts.

On	Turns on performance alerts. Select this option if you want Norton AntiVirus to notify you with performance alerts when a program or process exceeds the threshold limit of the system resource usage. By default, the **Performance Alerting** option is turned on.
Log Only	Monitors and records the system resource usage. Select this option if you want Norton AntiVirus to only monitor the system resource usage of every program or process running on your computer. When a program or process exceeds the threshold limit of the system resource usage, Norton AntiVirus records these details in the **Security History** window. You can view the details that are related to performance alerts under **Performance Alert** category in the **Security History** window.

To configure performance alerts

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Performance Monitoring**.

4 Under **Performance Monitoring**, in the **Performance Alerting** row, do one of the following:
   - To turn off performance alerts, move the **Performance Alerting** switch to the **Off** position.
   - To turn on performance alerts, move the **Performance Alerting** switch to the **On** position.
   - To suppress the performance alerts, move the **Performance Alerting** switch to the **Log Only** position.
5 Under **Alert for High Usage of**, do one of the following:
   - If you want Norton AntiVirus to monitor the CPU usage, move the **CPU** switch to the left to the **On** position.
   - If you want Norton AntiVirus to monitor the memory usage, move the **Memory** switch to the left to the **On** position.
   - If you want Norton AntiVirus to monitor the disk usage, move the **Disk** switch to the left to the **On** position.
   - If you want Norton AntiVirus to monitor the handle count, move the **Handles** switch to the left to the **On** position. By default, this option is turned off.
6 Click **Apply**, and then click **OK**.

Configuring the resource threshold profile

The threshold limit for the system resources determines at which point Norton AntiVirus should notify you with performance alerts. When a specific program exceeds the threshold limit of using your system resource, Norton AntiVirus notifies you with a performance alert.

To configure the resource threshold profile

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click the **General** tab.

3 In the left pane, click **Performance Monitoring**.

4 Under **Performance Monitoring**, in the **Resource Threshold Profile for Alerting** row, select one of the following options:

Low	Configures a low threshold limit for alerting. Symantec recommends you to select this option when your computer runs on battery power.
Medium	Configures a medium threshold limit for alerting. By default, the threshold limit is set to medium.
High	Configures a high threshold limit for alerting. Symantec recommends you to select this option when your computer runs tasks that require high resource.

5 Click **Apply** and then click **OK**.

Turning off or turning on the Use Low Resource Profile On Battery Power option

When your computer runs on battery power, it is important that all active software programs consume minimum resource usage. By reducing resource usage, your computer gains longer battery life and becomes more energy efficient.

You can configure a low threshold profile and ensure that all programs consume minimum resource usage. When the resource usage of a program or a process exceeds the low threshold limit, Norton AntiVirus

notifies you with a performance alert. You can choose to close the program or the process manually and free the resource.

If the **Use Low Resource Profile On Battery Power** option is turned on, Norton AntiVirus automatically changes the threshold profile to low when your computer runs on battery power. By default, this option is turned on.



Symantec recommends that you keep the **Use Low Resource Profile On Battery Power** option turned on.

To turn off the Use Low Resource Profile On Battery Power option

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Performance Monitoring**.
4. Under **Performance Monitoring**, in the **Use Low Resource Profile On Battery Power** row, move the **On/Off** switch to the right to the **Off** position.
5. Click **Apply**, and then click **OK**.

To turn on the Use Low Resource Profile On Battery Power option

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Performance Monitoring**.
4. Under **Performance Monitoring**, in the **Use Low Resource Profile On Battery Power** row, move the **On/Off** switch to the left to the **On** position.
5. Click **Apply**, and then click **OK**.

Excluding programs from performance alerts

Norton AntiVirus lets you exclude programs from performance alerts. You can add the programs that consume high CPU, memory, or disk usage to the **Program Exclusions** list. When you add a program to

the **Program Exclusions** list, Norton AntiVirus does not alert you when the program exceeds the resource consumption threshold limit.

To exclude a program from performance alerts

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Performance Monitoring**.
4. Under **Performance Monitoring**, in the **Program Exclusions** row, click **Configure**.
5. In the **Program Exclusions** window, click **Add**.
6. In the **Select a program** dialog box, browse to the executable file for the program that you want to add.
7. Click **Open**.
8. In the **Program Exclusions** window, click **Apply**.
9. Click **OK**.
10. In the **Settings** window, click **Apply**.
11. Click **OK**.

Removing programs from Program Exclusions

The **Program Exclusions** window lists all the programs that are excluded from performance alerts. If you want, you can remove any of the programs that you already added to the **Program Exclusions** window. When you remove a program, the program appears in the performance alert the next time it crosses the defined threshold limit for resource consumption.

To remove a program from Program Exclusions

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Performance Monitoring**.
4. Under **Performance Monitoring**, in the **Program Exclusions** row, click **Configure**.

5. In the **Program Exclusions** window, select the program that you want to delete, and then click **Remove**.
   To remove all the programs available in the **Program Exclusions** window, click **Remove All**.
6. In the **Program Exclusions** window, click **Apply**
7. Click **OK**.
8. In the **Settings** window, click **OK**.

About CPU graph and memory graph

Norton AntiVirus monitors the overall system CPU usage and memory usage and the Norton-specific CPU usage and memory usage. Norton AntiVirus displays the details in the CPU graph and the memory graph. The CPU graph and memory graph are real-time graphs of CPU utilization and memory utilization.

The graphs display a performance time for the last 90 minutes or for the duration since you started your computer. The graphs update the information at an interval of every 15 seconds. The graphs progress from right to left, and the most recent data appear on the far right of the graph. The blue pattern in the graphs depicts the overall system usage, and the yellow pattern depicts the Norton-specific usage. The gray blocks that are labeled as **Idle** indicate the idle period of your computer. The gray blocks include the period when your computer is in shutdown, sleep, or log out state.

The graphs show a default performance time of 90 minutes. However, you can use the **Zoom** options to define a region of the graph that you are interested to view. You can select a **Zoom** option to obtain magnified view or historical data of the graphs. For example, if you select the **10min** option, Norton AntiVirus displays the magnified view of CPU graph or memory graph for the last 10 minutes. If you select the **1D** option, Norton AntiVirus displays a historical data of the last one day.

When you click at any point on the CPU graph or memory graph, Norton AntiVirus displays a list of the

processes that consume maximum resources at that point. It also displays the percentage of usage for each process. You can click a process that is available in the list to get more information in the **File Insight** window.

The **File Insight** window provides information about the process such as:

- The file name, version number, digital signature, the date on which the process was installed.
- The date on which the process was last used and whether it is a startup file.
- The stability details.
- The confidence level.
- The resource usage details.
- The actions that the process performs on your system.

In addition, the **File Insight** window displays the CPU graph and the resource usage details for the running processes. The graph shows the breakdown of overall system CPU usage and the CPU usage by the process.

Viewing the CPU graph and memory graph

Norton AntiVirus monitors the overall system CPU usage and memory usage and the Norton-specific CPU usage and memory usage. The **CPU** tab and the **Memory** tab at the top of the Performance graph display the CPU graph and the memory graph respectively.

The **Zoom** options provide you the magnified view of the CPU graph and memory graph. For example, if you select the **10min** option, Norton AntiVirus displays the magnified view of CPU graph or memory graph for the last 10 minutes. If you select the **1W** option, Norton AntiVirus displays the CPU graph and memory graph for the last one week.

By default, the graphs display performance time for the last 90 minutes.

To view CPU graph and memory graph

1. In the Norton AntiVirus main window, click **Performance**.
2. In the **Performance** window, do one of the following:
   - To view the CPU graph, click the **CPU** tab.
   - To view the memory graph, click the **Memory** tab.
   - To magnify or shrink the graph, click **10min, 30min, 1D, 1W,** or **1M** next to the **Zoom** option.

Obtaining historical data of your CPU and memory usage

The **Zoom** options also provide you the historical data of the CPU graph and memory graph. For example, if you select the **1D** option, Norton AntiVirus displays the data of CPU graph or memory graph for the last one day.

To view historical data of your CPU or memory usage

1. In the Norton AntiVirus main window, click **Performance**.
2. In the **Performance** window, do one of the following:
   - To view the CPU graph, click the **CPU** tab.
   - To view the memory graph, click the **Memory** tab.
3. Do one of the following:
   - To obtain historical data for the last one day, click **1D**.
   - To obtain historical data for the last one week, click **1W**.
   - To obtain historical data for the last one month, click **1M**.

Identifying resource-consuming processes

You can click at any point on the CPU graph or memory graph to obtain a list of top three processes that consume maximum resources of your computer at that

point. You can click a process that is available in the list to get more information about the process in the **File Insight** window.

To identify resource-consuming processes

1. In the Norton AntiVirus main window, click **Performance**.
2. In the **Performance** window, do one of the following:
   - To view the CPU graph, click the **CPU** tab.
   - To view the memory graph, click the **Memory** tab.
3. Click at any point on the graph to obtain a list of resource-consuming processes.
4. Click the name of a process to obtain additional information about the process in the **File Insight** window.

About optimization

The data storage space on a disk is divided into discrete units. These units are called clusters. When files are written to the disk, they are broken up into cluster-sized pieces. When all of the file pieces are located in adjacent or contiguous clusters, the file can be accessed quickly.

Your computer's hard disk stores all of your files, applications, and the Windows operating system. The bits of information that make up your files gradually spread over the disk. This process is known as fragmentation. The more that you use your computer, the more fragmented the hard disk gets.

When a fragmented file is accessed, the disk performance is slower. The performance is slower because the drive head locates, loads, saves, and keeps track of all of the fragments of the file. If free space is also fragmented, the drive head might have to track adequate free space to store temporary files or newly added files.

Optimization rearranges file fragments into adjacent or contiguous clusters. When the drive head accesses all of the file data in one location, the file is read into the memory faster. Optimization also maximizes the usable free space on a disk by grouping most frequently used files and infrequently used files. Optimization consolidates free space to avoid fragmenting newly added files. It adds extra space after major data structures so that they can grow without immediately becoming fragmented again.

You can optimize your boot volume manually by using the **Optimize** option in the **Performance** window.

You can also configure Norton AntiVirus to defragment your boot volume or the local disk that contains boot volume when your computer is idle. Norton AntiVirus automatically schedules the optimization when it detects the installation of an application on your computer. The optimization process starts next time when your computer is idle.

You can use the **Idle Time Optimizer** option to optimize the boot volume during the idle time. To access the **Idle Time Optimizer** option, go to the Norton AntiVirus main window, and then click **Settings > General > Norton Tasks > Idle Time Optimizer**.

Optimizing your boot volume

The **Optimize** option lets you optimize your boot volume to improve the boot time of your computer. Optimization of your boot volume maximizes the usable free space by rearranging file fragments into adjacent and contiguous clusters. When the drive head of your hard disk accesses all of the file data in one location, the file is read into the memory faster.

When you use the **Optimize** option in Windows XP, Norton AntiVirus optimizes only the boot volume (for example, C:\Windows). Therefore, it requires less time to complete optimization. However, when you use the **Optimize** option in Windows Vista, Windows 7, or Windows 8, Norton AntiVirus optimizes the drive that

contains the boot volume. Therefore, it requires more time to complete optimization.

You can access the **Optimize** option at the top of the security status graph in the **Performance** window. You can also optimize your boot volume using the **Insight Optimizer** option in the **Norton Tasks** window. The **Insight Optimizer** row in the background jobs list that is available in the **Norton Tasks** window displays the details of the boot volume optimization process. You can view details such as timestamp, duration, and status of the background job.

To optimize your boot volume from the Performance window

1. In the Norton AntiVirus main window, click **Performance**.
2. In the **Performance** window, at the top of the security status graph, click **Optimize**.

To optimize your boot volume from the Norton Tasks window

1. In the Norton AntiVirus main window, click **Performance**.
2. In the **Performance** window, click **Norton Tasks**.
3. In the **Norton Tasks** window, under the **Norton Tasks** column, click the play icon that appears before **Insight Optimizer**.

About the Idle Time Optimizer

Idle Time Optimizer lets you configure Norton AntiVirus to defragment your boot volume or the local disk that contains boot volume when your computer is idle. Norton AntiVirus automatically schedules the optimization when it detects the installation of an application on your computer and your computer is idle. If you start using your computer again, Norton AntiVirus stops the optimization task, and starts optimizing the next time that your computer is idle. This way, the background job of optimization does not affect the performance of your computer.

Optimization rearranges file fragments into adjacent or contiguous clusters in the hard disk. It improves the computer performance by reading the files into the memory faster. Optimization also maximizes the usable free space on a disk by grouping most frequently used files and infrequently used files. In addition, it consolidates free space to avoid fragmenting newly added files.

You can use the **Idle Time Optimizer** option to optimize the boot volume during the idle time. To access the **Idle Time Optimizer** option, go to the Norton AntiVirus main window, and then click **Settings > General > Norton Tasks > Idle Time Optimizer**.

Turning off or turning on Idle Time Optimizer

Norton AntiVirus automatically schedules the optimization when it detects the installation of a new application on your computer. Norton AntiVirus runs this optimization only when your computer is idle.

You can use the **Idle Time Optimizer** option to optimize the boot volume during idle time. By default, this option is turned on.

To turn off Idle Time Optimizer

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Norton Tasks**.
4. In the **Idle Time Optimizer** row, move the **On/Off** switch to the right to the **Off** position.
5. Click **Apply**, and then click **OK**.

To turn on Idle Time Optimizer

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Norton Tasks**.

4 In the **Idle Time Optimizer** row, move the **On/Off** switch to the left to the **On** position.

5 Click **Apply**, and then click **OK**.

About the Norton Tasks

The **Norton Tasks** window provides an interface where you can view and monitor all Norton-specific background tasks. Norton AntiVirus runs most of the background tasks when your computer is idle. The **Norton Tasks** window provides the details of the background tasks that Norton AntiVirus performs.

The details include:

- The name of the Norton task

  You can use the icon that appears before the name of a background job to start or stop a background task. You can start or stop a background task at any time.
- The timestamp of the Norton task

  You can view details such as the date on which the background job last ran and the time. These details help you decide whether to start a background task or wait for Norton AntiVirus to run the job during idle time.
- The duration of the Norton task

  You can view the length of time that a Norton task ran the last time. The details also help you determine the length of time a background task takes to complete if you start it.
- The background task has run during idle time or not

  This detail helps you determine if a task has already run during idle time or you should run it.
- The status of the Norton task

  You can view details about the completion of the task.
- The power source that the Norton Task uses.

You can specify the type of power source that each of the Norton Tasks uses. Use the **Configure** link that is available next to the power source icon to configure the power source for the Norton Tasks.

The Norton Tasks window lets you monitor the following Norton-specific tasks:

Automatic LiveUpdate	Automatic LiveUpdate automatically checks for definition updates and program updates when your computer is connected to the Internet. By default, Automatic LiveUpdate checks for updates every hour.
Full System Scan	Scans your entire computer for viruses, spyware, and different security vulnerabilities.
Insight Optimizer	Optimizes the boot volume of your computer.
Norton Community Watch	Norton Community Watch protects your computer against potential risks. It collects the information about new security threats from your computer and submits the information to Symantec for analysis. Symantec assesses the data to identify the new threats and resolves it.

Norton Insight	Allows the smart scanning of files on your computer. It improves the performance of Norton AntiVirus scans by letting you scan fewer files without compromising the security of your computer. Norton Insight lets you check the details of the Files of Interest that are available on your computer. You can view details such as signature of the file and the date on which the file was installed. You can also view details such as the trust level, community usage, resource usage, and the source of the file.
Pulse Updates	Pulse Updates check for definition updates every five minutes and downloads the streamed virus definitions. Pulse Updates provide the updates during the full updates, which LiveUpdate downloads automatically every few hours. Always ensure that the Pulse Updates option is turned on. It protects you from the latest threats without compromising your system performance or disrupting your online experience.

Quick Scan	Scans the important locations of your computer that the viruses and other security threats often target. Quick Scan takes less time to scan than a Full System Scan because this scan does not scan your entire computer.

The following grayed out categories of jobs run in the background to improve your system performance and protection. You can only view the last run details for the following activities.

Licensing Maintenance	Performs background maintenance tasks related to licensing.
Insight Maintenance	Performs background maintenance tasks related to Norton Insight. Tasks include maintaining details about the stability and trust level of files in your computer.
Product Maintenance	Performs background maintenance tasks related to Norton AntiVirus. Tasks include clearing install logs and rescanning consolidated firewall rule.

You can also manually turn on Silent Mode for a specified duration.

Monitoring background jobs of Norton AntiVirus

The **Norton Tasks** window provides the details of the background tasks that Norton AntiVirus performs and

lets you view and monitor the background tasks. Norton AntiVirus runs most of the background tasks when your computer is idle. Performing all background tasks when your computer is idle helps your computer to run at peak efficiency when you use your computer. However, you can manually start or stop a task at any time. You can also specify the **Idle Time Out** duration. After the **Idle Time Out** duration is reached, Norton AntiVirus identifies the computer as idle and run the background tasks. You can use the **Idle Countdown** bar to confirm the idle state of your computer. You can also view the CPU graph and memory graph to obtain the performance data of your computer.

To monitor background jobs

1. In the Norton AntiVirus main window, click **Performance**.
2. In the **Performance** window, click **Norton Tasks**.
3. In the **Norton Tasks** window, view the details of background jobs.
4. Do one of the following:
   - To run a background job, click the play icon that appears before the name of the background job.
   - To stop a running background job, click the stop icon that appears before the name of the background job.
5. Click **Close**.

About Power Source

You can choose the power source for Norton AntiVirus to perform the Norton Tasks when the computer is idle. Norton Tasks are background tasks that Norton AntiVirus performs when your computer is idle. Norton Tasks include Quick Scan, Automatic LiveUpdate, Norton Community Watch, Norton Insight, Full System Scan, Insight Optimizer, and Pulse Updates. Norton AntiVirus consumes more power when it runs Norton Tasks.

By default, Norton AntiVirus performs these tasks only when your computer is connected to the external power. For example, if you are in an airport, and your computer is running on battery power, Norton AntiVirus does not perform the Norton Tasks. In this way, you can extend the battery power of your computer. However, you can choose the power source for Norton AntiVirus to perform the Norton Tasks.

You can select one of the following options:

External	Allows the Norton Tasks to run only when your computer uses external power. If you choose this option, Norton AntiVirus performs the Norton Tasks when the computer is idle and connected to external power.
External and Battery	Allows the Norton Tasks to run irrespective if the computer uses external power or battery power. If you choose this option, Norton AntiVirus performs the Norton Tasks when the computer is idle. It does not consider the type of power source the computer uses.

You can configure the power source for each of the Norton Tasks.

Configuring the Power Source

You can choose the power source for Norton AntiVirus to perform the Norton Tasks when the computer is idle. Norton Tasks are background tasks that Norton AntiVirus performs when your computer is idle.

By default, Norton AntiVirus performs these tasks only when your computer is connected to the external power. You can configure the power source for each of the Norton Tasks.

To configure the power source

1. In the Norton AntiVirus main window, click **Performance**.
2. In the **Performance** window, in the left pane, click **Norton Tasks**.
3. In the **Norton Tasks** window, under the **Power Source** column, click the **Configure** link for the Norton Task that you want to configure the power source.
4. In the **Power Source** window, select one of the following:
   - **External**

     Allows the Norton Task to run only when your computer uses external power.
   - **External and Battery**

     Allows the Norton Task to run irrespective if the computer uses external power or battery power.

     If you choose this option, Norton AntiVirus performs the Norton Task when the computer is idle. It does not consider the type of power source the computer uses.
5. Click **OK**.
6. In the **Norton Tasks** window, click **Close**.

About Norton Insight

Norton Insight allows the smart scanning of files on your computer. It improves the performance of Norton AntiVirus scans by letting you scan fewer files without compromising the security of your computer.

A Norton AntiVirus scan can identify threats on your computer in the following ways:

The Blacklist technique	At regular intervals, Norton AntiVirus obtains definition updates from Symantec. These updates contain signatures of known threats. Each time when Norton AntiVirus obtains the definition updates, it performs a scan of all of the files that are available on your computer. It compares the signature of the files against the known threat signatures to identify threats on your computer.

The Whitelist technique	Norton AntiVirus obtains specific information about the Files of Interest and submits the information to Symantec during idle time. The information includes things such as file name, file size, and hash key. Symantec analyzes the information of each File of Interest and its unique hash value and provides a confidence level to the file. The Symantec server stores the hash value and confidence level details of the Files of Interest. The server provides the details immediately after you open the **Norton Insight - Application Ratings** window. Even the slightest modification of the file causes a change in the hash value and the confidence level of the file. Typically, most Files of Interest belong to the operating system or known applications, and they never change. These files do not require repeated scanning or monitoring. For example, Excel.exe is a file that never changes but you always scan it during a normal security scan.

Symantec assigns the following confidence levels to Files of Interest:

Trusted	Symantec analyzes the file as trusted based on the statistical evaluation that is done on the files that are available within the Norton Community. If the file has three green bars, Symantec rates the file as **Norton Trusted**. The files that have three green bars display a Norton Trusted pop-up text when you move the mouse pointer over the green bars.
Good	Symantec analyzes the file as good based on the statistical evaluation that is done on the files that are available within the Norton Community. Symantec rates the trusted files as follows: ■ If the file has two green bars, Symantec rates the file as **Good**. ■ If the file has one green bar, Symantec rates the file as **Favorable**.
Unproven	Symantec does not have enough information about the file to assign a trust level to the file.
Poor	Symantec has only a few indications that the file is not trusted.

Norton AntiVirus also provides different profiles to configure your scan performance. When you use the **Full Scan** profile, Norton AntiVirus follows the Blacklist technique to scan your computer. It scans all of the files on your computer against the signatures that it obtained during definition updates. When you use the **Standard Trust** or **High Trust** profile, Norton AntiVirus follows the Whitelist technique to scan the files based on their confidence level. This way, Norton AntiVirus significantly reduces the time that is required to scan your computer completely for security threats.

The Whitelist technique that Norton Insight uses also helps in heuristic detection of suspicious applications. Normally, the execution behavior of well-known applications appears identical to the execution behavior of unknown applications. Such behavior results in false identification of good applications as suspicious, and therefore, necessitates security applications to maintain a low heuristic detection threshold. However, keeping a low detection threshold does not provide a complete heuristic protection against malicious applications. Norton AntiVirus uses the Whitelist technique that helps maintain a high heuristic detection threshold. It excludes well-known applications from heuristic detection to prevent false detection of well-known applications and to ensure a high detection rate of malicious applications.

Viewing the files using Norton Insight

Norton Insight provides information about the Files of Interest that are available on your computer. Norton AntiVirus lets you view specific categories of files based on the option that you select in the **Norton Insight - Application Ratings** window.

The drop-down list that is available in the **Norton Insight - Application Ratings** window provides you the following options:

All Running Processes	Lists the processes that run on your computer at that point in time when you selected this option.
All Files	Lists the Files of Interest.
Startup Items	Lists the programs that start when you start your computer.
All Loaded Modules	Lists all the files and programs that are currently loaded on to the program memory space.
Highest Performance Impact	Lists the programs that consume maximum resources of your computer. Norton AntiVirus displays a list of top 10 resources that highly affect the performance of your computer.
Highest Community Usage	Lists the files that have the maximum community usage.

User Trusted Files	Lists the Files of Interest that you manually trusted in the **File Insight** window. This category does not list the files that do not belong to the File of Interest even if you manually trust the files. However, Norton AntiVirus excludes all of the manually trusted files from Norton AntiVirus scan when you configure **Scan Performance Profiles** to **High Trust**. You can also remove the user trust from all of the Files of Interest that you manually trusted. You can use the **Clear All User Trust** option next to the drop-down list to remove the user trust.
Untrusted Files	Lists the files that are not Norton Trusted. You can manually trust all the files that are not trusted by clicking the **Trust All Files** option next to the drop-down list.

You can view file details such as file name, trust level, community usage, resource usage, and the stability rating. There may be instances when the trust level of a file has changed or a process running might have stopped running. You can refresh the **Norton Insight - Application Ratings** window to update the file list and file details. The coverage meter provides a graphical representation of the percentage of the Norton Trusted Files and the total Files of Interest. The higher the percentage, the lesser time the scan takes.

To view the files using Norton Insight

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the **Computer Protection** pane, click **Application Ratings**.
3. In the **Norton Insight - Application Ratings** window, select an option from the **Show** drop-down list to view a category of files.
   You may need to scroll the window to view all the files that are listed in the details area.
4. Click **Close**.

To refresh the list of files

- In the **Norton Insight - Application Ratings** window, at the top of the file icon, click the refresh icon.

Checking the trust level of a file

Norton Insight lets you check the details of the Files of Interest that are available on your computer. You can view details such as signature of the file and the date on which the file was installed. You can also view details such as the trust level, stability details, community usage, resource usage, and the source of the file. You can use the **Locate** option to find the location of the file on your computer. When you right-click a file that is available on your computer, the shortcut menu displays **Norton AntiVirus** option and then **Norton File Insight** option. You can use the options to check the details of a File of Interest.

Norton AntiVirus displays the **Norton File Insight** option only when you right-click a File of Interest. In Windows Safe mode, you cannot access this option for any file. Norton AntiVirus also categorizes any file for which you open the **File Insight** window to view details as a File of Interest.

The Symantec server stores the hash value and trust level details of the File of Interest. The server provides the file details immediately after you open the **Norton**

Insight - Application Ratings window. However, you can use the **Check Trust Now** option in the **File Insight** window to update the trust value of a file. You can also manually trust any well-known files. You can change the trust level of any file to **User Trusted** other than the files that are Norton Trusted.

You can determine the resource usage of a file that is available on your computer. The **File Insight** window displays the CPU graph and the system resource usage details for the running processes. The graph shows the breakdown of overall system CPU usage and the CPU usage or memory usage by the process.

To check the trust level of a file

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the window that appears, in the **Computer Protection** pane, click **Application Ratings**.
3. In the **Norton Insight - Application Ratings** window, click a file for which you want to check the details.
4. In the **File Insight** window, view the details of the file.
5. In the **File Insight** window, click **Close**.

To check the trust level of a specific file

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the window that appears, in the **Computer Protection** pane, click **Application Ratings**.
3. In the **Norton Insight - Application Ratings** window, click **Check a Specific File**.
4. Browse to the location of the file for which you want to check the details.
5. Select the file, and then click **Open**.
6. In the **File Insight** window, view the details of the file.
7. In the **File Insight** window, click **Close**.

To find the location of the file

❖ In the **File Insight** window, click **Locate**.

To refresh the trust level of the file

❖ In the **File Insight** window, click **Check Trust Now**.

To manually trust the file

❖ In the **File Insight** window, in the **Details** tab, click **Trust Now**.
You can manually trust the files that are poor, unproven, or not Norton trusted.

To determine the resource usage of a running process

1 In the **File Insight** window, in the left pane, click **Activity**.
2 In the **Show** drop-down list, do one of the following:
   - Select **Performance** to view the performance graph of the process.
   - Select **Performance Alert** to view the performance alert-related details of the process.
   - Select **Network** to view the network activities of the process.
   - Select **Run Key change** to include registry changes.

Configuring the Scan Performance Profiles

The **Scan Performance Profiles** settings let you configure how Norton AntiVirus should scan your computer based on the digital signature and confidence level of the files. To make Norton AntiVirus scans lighter, faster, and more effective, you can exclude from scans the files that have known digital signatures or high confidence levels.

You can configure the **Scan Performance Profiles** settings to do the following:

- Configure to **Full Scan** to perform a complete scan of your computer.

The complete scan includes a scan of all files on your computer irrespective of the confidence level or digital signature of the files.

- Configure to **Standard Trust** to perform a scan that excludes the files that are Norton Trusted.

  Norton AntiVirus scans the files that have a confidence level other than Norton Trusted.
- Configure to **High Trust** to perform a scan that excludes the files that have known digital signatures or high confidence levels.

  Norton AntiVirus does not scan the files that have confidence level as Norton Trusted or User Trusted. It also excludes the Good files with high confidence level from the scan. It scans the files with confidence levels as Poor Trust, Unproven Trust, Bad Trust, and the files without a class 3 digital signature.

You must configure the **Scan Performance Profiles** settings before you run a scan or before a scan is scheduled to run. Norton AntiVirus scans your computer according to the configuration you specified in the **Scan Performance Profiles** settings.

To configure Scan Performance Profiles from the Settings window

1. In the Norton AntiVirus main window, click **Settings**.
2. In the Settings window, in the left pane, click **Computer Scan**.
3. In the **Scan Performance Profiles** row, click on one of the settings. Your options are:
   - **Full Scan**
   - **Standard Trust**
   - **High Trust**
4. Click **Apply**, and then click **OK**.

To configure Scan Performance Profiles from the Norton Insight - Application Ratings window

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the window that appears, in the **Computer Protection** pane, click **Application Ratings**.
3. In the **Norton Insight - Application Ratings** window, move the **Scan Performance Profiles** slider to one of the settings. Your options are:
   - **Full Scan**
   - **Standard Trust**
   - **High Trust**
4. Click **Close**.

About Monthly Report

Monthly Report lets you view a summary of what Norton AntiVirus has done for you. Norton AntiVirus displays the monthly report every 30 days after you install your product. After 30 days of installation, Norton AntiVirus displays the Monthly Report automatically. If you do not want Norton AntiVirus to display the Monthly Report automatically, you can select the **Do not display monthly reports automatically** option in the **Norton Monthly Report** window.

To turn on the **Monthly Report** option, go to the Norton AntiVirus main window, and then click **Settings > General > Other Settings > Monthly Report > On**. The **Norton Monthly Report** window displays the **Tip of the month** to recommend some of the product's features and services.

When your product expires after the trial period, Monthly Report displays the activation status of your product. However, when your product expires after the subscription period, Monthly Report displays the subscription status of your product.

Norton AntiVirus provides reports based on the following categories:

Computer	Lets you view the details of the various attacks your computer is protected from. For example, you can view the total number of viruses and spyware from which you are protected.
Network	Lets you view the various types of Internet attacks from which you are protected. For example, you can view the total number of intrusion attempts that are blocked.

Monthly Report lets you view the latest news on Internet security and also provides information on how to stay safe while you are online. You can click **Read More** in the **Norton Monthly Report** window to view more information on how to stay safe online.

Viewing the Monthly Report

The Monthly Report provides you with the statistics that are up to date. At a glance, you can see what Norton AntiVirus has done for you since installation.

To view the Monthly Report

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Other Settings**.
4. In the **Monthly Report** row, click **View Report**.
5. View the report and close the window.

Protecting your files and data

3

This chapter includes the following topics:

- About maintaining protection
- About the Norton AntiVirus scans

About maintaining protection

After you have installed your product and run LiveUpdate, you have complete protection from viruses and other security risks. However, new security risks are a constant threat. Security risks can spread when you start your computer from an infected disk or when you run an infected program. You can do several things to avoid security risks.

Practicing regular file maintenance and keeping your security protection up to date helps in protecting your computer.

To avoid security risks:

- Stay informed about the latest viruses and other security risks by logging in to the Symantec Security Response Web site at the following URL:

  http://securityresponse.symantec.com

  The Web site includes extensive, frequently updated information on viruses and automatic virus protection.
- Keep **Automatic LiveUpdate** turned on at all times to continually receive definition updates.

- Run LiveUpdate regularly to receive new program updates.
- Keep **Auto-Protect** turned on at all times to prevent viruses from infecting your computer.
- Watch for email messages from unknown senders. Do not open attachments from these senders.
- Keep **Email Protection** turned on to avoid sending or receiving infected email attachments.
- Keep all recommended maximum protection settings turned on.
- Keep the default options turned on at all times.

You should be always prepared in case a virus infects your computer.

Ensuring that protection settings are turned on

Norton AntiVirus is configured to provide your computer with complete protection against viruses.

In addition, Norton AntiVirus protects your computer against spyware, adware, and other security risks.

The default settings provide complete protection for your computer. However, you should ensure that your protection features are turned on for maximum protection.

To ensure that protection settings are turned on

1. In the Norton AntiVirus main window, click **Settings**.

2 In the **Settings** window, in the **Computer** tab, move the **On/Off** switch to the left to the **On** position for the following settings:

Computer Scan	Computer Scan provides the following options: **Compressed Files Scan** **Microsoft Office Automatic Scan** **Rootkits and Stealth Items Scan** **Network Drives Scan**
Real Time Protection	Real Time Protection provides the following options: **Antispyware** **Auto-Protect** **Caching** **Removable Media Scan** **SONAR Protection**
Updates	Updates provides the following options: **Automatic LiveUpdate** **Pulse Updates** **Smart Definitions** **Apply update on reboot**

3 In the **Settings** window, click the **Network** tab.

4 In the **Intrusion Prevention** section, in the **Intrusion Prevention** row, move the **On/Off** switch to the left to the **On** position.

5 In the **Message Protection** section, move the **On/Off** switch to the left to the **On** position, click **Configure**, and check all options for the following features:

Email Antivirus Scan	Email Antivirus Scan provides the following options: ▪ **Scan incoming email messages** ▪ **Scan outgoing email messages** ▪ **Scan outgoing messages for suspected worms** ▪ **Protect against timeouts** ▪ **Display progress indicator**
Instant Messenger Scan	You should configure any new instant messenger programs that you installed after you installed Norton AntiVirus. ▪ Select the instant messenger clients that you want to protect.

6 In the **Settings** window, click the **General** tab.
7 In the left pane, click **Other Settings**.
8 In the **Insight Protection** row, move the **On/Off** switch to the left to the **On** position.
9 Click **Apply**, and then click **OK**.

About the Norton AntiVirus scans

Norton AntiVirus scans secure your computer from all types of viruses and unknown threats using the latest virus definitions. It also scans all the Internet activities that are performed on your computer to protect your computer from the Internet-based threats that exploit software vulnerabilities.

Norton AntiVirus automatically performs different types of scans to secure your computer from latest threats. It also lets you run different types of scans manually to secure your computer.

By using Norton AntiVirus, you can run the following types of scans:

Computer Scan	**Computer Scan** uses the latest virus definitions that are available locally in the computer. If you suspect that your computer is infected, you can run three types of computer scans manually to prevent virus infections on your computer. The three types of scans that are available under **Computer Scan** are **Quick Scan**, **Full System Scan**, and **Custom Scan**.
Insight Network Scan	**Insight Network Scan** uses the virus definitions that are available locally and hosted in the Cloud. **Insight Network Scan** detects the files that are suspicious or vulnerable on your computer using the reputation-based threat detection. Norton AntiVirus performs an **Insight Network Scan** only when the **Insight Protection** option is turned on. By default, the **Insight Protection** option is turned on. To turn on the **Insight Protection** option, go to the Norton AntiVirus main window, and then click **Settings > General > Other Settings > Insight Protection > On**.

Reputation Scan	**Reputation Scan** displays the reputation information of the files on your computer. It displays the reputation information such as trust level, prevalence, stability rating, and resource usage. **Reputation Scan** displays the detailed reputation information of the good files and the number of bad files that have been detected or removed. **Reputation Scan** also internally performs **Computer Scan** and **Insight Network Scan** to detect the threats. The different types of scans that are available under Reputation Scan are **Quick Scan**, **Full System Scan**, and **Custom Scan**. Norton AntiVirus Reputation Scan is applicable only for the executable files and the installer files.

Scan Facebook Wall	**Scan Facebook Wall** lets you scan the links and URLs that are available on your Facebook profile. When you click the **Scan Facebook Wall** option, Norton AntiVirus takes you to the Facebook login Web page. After you log in to your Facebook profile, Norton Safe Web asks you to grant permission to access your Facebook wall. To do so, use the **grant us permission to access your stream** option available on the Facebook Web page, and then follow the on-screen instructions. After you grant permission, Norton safe Web scans all the available links on your Facebook wall each time you use **Scan Facebook Wall** option. It then displays the security status of the scanned URLs.

Norton AntiVirus keeps your computer secure from latest threats by automatically running Full System Scan when your computer is in the idle state.

Norton AntiVirus provides options to configure Norton AntiVirus scans. The computer settings and some of the options in the network settings let you configure how you want Norton AntiVirus to scan your computer for viruses and other security threats. You can click the **Settings** link available in the Norton AntiVirus main window and view the options that are available under the **Computer** tab and **Network** tab.

Accessing Norton AntiVirus scans

You can use Norton AntiVirus scans to secure your computer from all types of viruses and unknown threats.

You can access Full System Scan and custom scans from the Norton AntiVirus main window. You can access Quick Scan from the Norton AntiVirus main window or the Norton AntiVirus icon on the taskbar.

You can also scan any particular folder using the context scan feature. The context menu scan is available when you right-click the folder that you want to scan.

If the **Insight Protection** option is turned on, when you right-click a file, the shortcut menu displays Norton AntiVirus and then **Insight Network Scan**. You can use this command to scan a file using both the local definitions and the definitions that are hosted in the Cloud.

You can also run the Reputation Scan to view the reputation information of the files.

To access the scan from the Norton AntiVirus main window

1. In the Norton AntiVirus main window, click **Advanced**.
2. In **Computer Protection** pane, click **Scan Now**.
3. In the window that appears, do one of the following:
   - In the **Computer Scan** pane, click the scan that you want to run.
   - Click **Reputation Scan**, and then click the scan that you want to run.
   - Click **Scan Facebook Wall** to scan the links that are available on your Facebook wall.

To access the scan from the notification area

- In the notification area on the taskbar, right-click the Norton AntiVirus icon, and then click **Run Quick Scan**.
  By default, **Insight Protection** option is turned on. In this case, Norton AntiVirus performs an Insight Network Quick Scan simultaneously with a traditional Quick Scan.

To scan a particular folder

- Right-click the folder, and click Norton AntiVirus > **Scan Now**.

To scan a particular file

- Right-click the file, and click Norton AntiVirus > **Insight Network Scan**.
  The **Insight Network Scan** option is available only if the **Insight Protection** option is turned on. To access the **Insight Protection** option, go to the Norton AntiVirus main window, and then click **Settings > General > Other Settings > Insight Protection**.

About Computer Scan

Norton AntiVirus automatically downloads latest virus definition regularly and secures your computer from all types of viruses and unknown threats. When Norton AntiVirus performs a Computer Scan, it uses the latest virus definitions that Symantec provides.

The threat detections that are based on the local definition are specified with a specific name. For example, if a Trojan horse is detected, the scan results of the Computer Scan displays the threat as Trojan.Foo. You can click the **Scan Now** option available in the Norton AntiVirus main window to access the different types of computer scans.

If you suspect that your computer is infected, you can run three types of computer scans manually to prevent virus infections on your computer.

You can run the following types of computer scans:

Quick Scan	Scans the important locations of your computer that the viruses and other security threats often target. **Quick Scan** takes less time to scan than a Full System Scan because this scan does not scan your entire computer.
Full System Scan	Scans your computer for all types of viruses and security threats. **Full System Scan** performs a deep scan of your computer to remove viruses and other security threats. It checks all boot records, files, and running processes to which the user has access. Consequently, when you run a Full System Scan with administrator privileges, it scans more files than when you run it without administrator privileges. Norton AntiVirus automatically runs a Full System Scan when your computer is in idle state. Full System Scan scans all the local drives, mapped network drives, and removable drives except floppy drives. You can also minimize and run a Full System Scan in the background.
Custom Scan	Scans a specific file, folder, drive, or removable drive that you choose.

Computer Scan provides details about the scanned items. You can view the details such as total number of files scanned, security risks detected, security risks resolved, and the total items that require attention. It also provides you the different ways to resolve any items that were not automatically resolved during the scan. You can also view the severity of the risk, the name of the risk, and the status of the risk about the resolved items.

Running a Full System Scan

Full System Scan performs a deep scan of the system to remove viruses and other security threats. It checks all boot records, files, and running processes to which the user has access. Consequently, when you run a **Full System Scan** with administrator privileges, it scans more files than when you run it without administrator privileges.



You can also minimize and run a **Full System Scan** in the background.

To run a Full System Scan

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the **Computer Scan** pane, click **Full System Scan**. You can use the following options to suspend a **Full System Scan**:

Pause	Suspends a **Full System Scan** temporarily. Click **Resume** to continue the scan.
Stop	Terminates a **Full System Scan**. Click **Yes** to confirm.

3 On the **Results Summary** window, do one of the following:

- If no items require attention, click **Finish**.
- If any items require attention, review the risks on the **Threats Detected** window.

Running a Quick Scan

Quick Scan is a fast scan of the areas of your computer that the viruses and other security risks often target. Because this scan does not scan your entire computer, it takes less time to run than a **Full System Scan**.

When the **Insight Protection** option is turned on, Norton AntiVirus simultaneously performs a traditional Quick Scan and an Insight Network Quick Scan. By default, the **Insight Protection** option is turned on.

To run a Quick Scan

1 In the Norton AntiVirus main window, click **Scan Now**.

2 In the **Computer Scan** pane, click **Quick Scan**. You can use the following options to suspend a **Quick Scan**:

Pause	Suspends a **Quick Scan** temporarily. Click **Resume** to continue the scan.
Stop	Terminates a **Quick Scan**. Click **Yes** to confirm.

3 On the **Results Summary** window, do one of the following:

- If no items require attention, click **Finish**.
- If any items require attention, review the risks on the **Threats Detected** window.

Scanning selected drives, folders, or files

Occasionally, you might want to scan a particular file, removable drives, any of your computer's drives, or any folders or files on your computer. For example, when you work with removable media and suspect a virus, you can scan that particular disk. Also, if you have received a compressed file in an email message and you suspect a virus, you can scan that individual element.

To scan individual elements

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the **Computer Scan** pane, click **Custom Scan**.
3. In the **Scans** window, do one of the following:
   - To scan specific drives, click **Run** next to **Drive Scan**, select the drives that you want to scan, and then click **Scan**.
   - To scan specific folders, click **Run** next to **Folder Scan**, select the folders that you want to scan, and then click **Scan**.
   - To scan specific files, click **Run** next to **File Scan**, select the files that you want to scan, and then click **Add**.

     You can also press **Ctrl**, and select multiple files to scan.

     You can use the following options to suspend a scan:

Pause	Suspends a custom scan temporarily. Click **Resume** to continue the scan.
Stop	Terminates the scan. Click **Yes** to confirm.

4 In the **Results Summary** window, do one of the following:
   - If no items require attention, click **Finish**.
   - If any items require attention, review them on the **Threats Detected** window.

About the Results Summary window

Norton AntiVirus displays the **Result Summary** window when you run a manual scan. At the end of a scan, the **Results Summary** window provides the summary of the scan results.

If your most recent scan was a Quick Scan, this window shows the results of a fast scan of the areas of your computer. Viruses, spyware, and other risks often target these areas.

If your most recent scan was a Full System Scan, this window shows the results of a comprehensive scan of your entire computer.

The **Result Summary** window displays the following information:

- Total items scanned
- Total security risks detected
- Total security risks resolved
- Total items that require your attention

About the Threats Detected window

Norton AntiVirus displays the **Threats Detected** window when it detects threats. At the end of a scan, the **Threats Detected** window provides you different ways to resolve any items that were not automatically resolved during the scan.

The **Threats Detected** window provides the information such as the severity of the risk, the name of the risk, and the status of the risk. It also provides the action that you can take to resolve the item. The **Threats Detected** window provides you the different options

such as **Fix**, **Manual Fix**, **Exclude**, **Get Help**, and **Rescan** to resolve the item.

It also provides the **Ignore** option only once during the first-time detection of low-risk items.

Ignore option is available once until you do not change the default settings for the **Low Risks** option under **Computer Scan**.

The options in the **Threats Detected** window vary based on the types of files that Norton AntiVirus identified as infected during the scan.

About custom scans

You can create a custom scan if you regularly scan a particular segment of your computer. This custom scan lets you scan the segment frequently without having to specify it every time. You can also schedule the custom scan to run automatically on specific dates and times or at periodic intervals. You can schedule a scan according to your preferences. If the scheduled scan begins when you use your computer, you can run the scan in the background instead of stopping your work.

You can delete the scan when it is no longer necessary. For example, if you work on a project for which you need to swap files frequently with others. In this case, you might want to create a folder into which you copy and scan those files before using them. When the project is done, you can delete the custom scan for that folder.

Creating a custom scan

Instead of running the default scans that are listed in the **Scans** pane, you can create your own scans that meet your specific requirements. For example, you can create a scan that checks a folder in which you store all the downloaded files.

You can create a custom scan in the **Scans** window.

When you create custom scans, you can also schedule them to run automatically on specific dates and times or at periodic intervals.

To create a custom scan

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the **Computer Scan** pane, click **Custom Scan**.
3. In the **Scans** window, click **Create Scan**.
4. In the **New Scan** window, in the **Scan Name** box, type a name for the scan.
   You cannot specify a scan name that is already in use.
5. On the **Scan Items** tab, add the items that you want to scan. See "Selecting the scan items" on page 130.
6. On the **Scan Schedule** tab, set the frequency and time at which you want to perform the scan. See "Scheduling a scan" on page 134.
7. On the **Scan Options** tab, configure the scan options as required. See "Configuring the scan options" on page 131.
8. Click **Save**.

Selecting the scan items

When you configure a custom scan, you must select the items that you want to include in the scan. You can include individual files, folders, or drives. You can include multiple drives, folders, and files to add to the scan. You can also exclude items from the scan.



When you select a drive, all the items in the drive including the files and folders are automatically added to the scan. When you select a folder, all of the files in folder are added to the scan.

To select the scan items

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the **Computer Scan** pane, click **Custom Scan**.

3 In the **Scans** window, do one of the following:
   - To add items for a new scan, click **Create Scan**.

     You must provide a name for the scan in the **Scan Name** box.
   - To add items for an existing scan, in the **Edit Scan** column, click the edit icon for the scan that you want to modify.

4 In the window that appears, on the **Scan Items** tab, do the following:
   - To add drives, click **Add Drives**, in the **Scan Drives** dialog box, select the drives to be scanned, and click **Add**.
   - To add folders, click **Add Folders**, in the **Scan Folders** dialog box, select the folders to be scanned, and click **Add**.
   - To add files, click **Add Files**, in the **Files to Scan** dialog box, select the files to be scanned, and then click **Add**.

   If you need to remove an item from the list, select the item, and then click **Remove**.
5 Click **Next**.
6 In the **Scan Schedule** tab, select the scan schedule as required, and then click **Next**.
7 In the **Scan Options** tab, click **Save**.

Configuring the scan options

Norton AntiVirus lets you configure scan options for each scan that you create. By default, the scan options reflect the current **Computer Scan** settings in the **Settings** window. The changes that you make are applicable to the current scan only. Any change that is made to the **Computer Scan** settings in the **Settings** window does not affect the scan options settings for the current scan.

In addition to the custom scans that you create, you can configure the scan options for the default scans.

You can configure scan options for Full System Scan, Quick Scan, Drive Scan, Folder Scan, and File Scan.

To configure the scan options

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the **Computer Scan** pane, click **Custom Scan**.
3. In the **Scans** window, in the **Edit Scan** column, click the edit icon next to the scan that you want to schedule.
4. In the **Edit Scan** window, on the **Scan Options** tab, configure the scan options as required.
5. Click **Save**.

Editing a custom scan

You can edit a custom scan that you created. You can include additional files or folders to the scan or remove the files and folders that you do not want to scan. You can also change the name of the scan.

You can edit a custom scan in the **Scans** window.

To edit a custom scan

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the **Computer Scan** pane, click **Custom Scan**.
3. In the **Scans** window, in the **Edit Scan** column, click the edit icon next to the custom scan that you want to modify.
4. In the **Edit Scan** window, on the **Scan Items** tab, select the items that you want to scan. See "Selecting the scan items" on page 130.
5. On the **Scan Schedule** tab, set the frequency and time at which you want to perform the scan. See "Scheduling a scan" on page 134.
6. On the **Scan Options** tab, configure the scan options as required. See "Configuring the scan options" on page 131.
7. Click **Save**.

Running a custom scan

When you run a custom scan, you do not have to redefine what you want to scan.

You can run a custom scan from the **Scans** window.

To run a custom scan

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the **Computer Scan** pane, click **Custom Scan**.
3. In the **Scans** window, click **Run** next to the custom scan that you want to run.
   You can use the following options to suspend a custom scan:

Pause	Suspends a custom scan temporarily. Click **Resume** to continue the scan.
Stop	Terminates a custom scan. Click **Yes** to confirm.

4. In the **Results Summary** window, do one of the following:
   - If no items require attention, click **Finish**.
   - If any items require attention, review the risks on the **Threats Detected** window.

Deleting a custom scan

You can delete custom scans if they are no longer needed.

You can delete a custom scan in the **Scans** window.

To delete a custom scan

1. In the Norton AntiVirus main window, click **Scan Now**.

2 In the **Computer Scan** pane, click **Custom Scan**.
3 In the **Scans** window, in the **Delete** column, click the delete icon next to the custom scan that you want to delete.
4 Click **Yes** to confirm that you want to delete the scan.

About scheduling scans

Norton AntiVirus automatically detects the idle state of your computer and runs a Full System Scan. However, you can schedule a Full System Scan according to your preferences. You can also set up a schedule for a Quick Scan and custom virus scans that you create.

You can schedule scans to run automatically on specific dates and times or at periodic intervals. If the scheduled scan begins when you use your computer, you can run the scan in the background instead of stopping your work. Norton AntiVirus lets you schedule the Full System Scan, Quick Scan, and custom virus scans. However, you cannot schedule the Drive Scan, Folder Scan, and File Scan.

You can also set up Norton AntiVirus to turn off your computer or move it to sleep mode or hibernate mode automatically when the scheduled scan is complete.

Scheduling a scan

You have complete flexibility in scheduling custom scans. When you select how frequently you want a scan to run (daily, weekly, or monthly), you are presented with additional options. For example, you can request a monthly scan, and then schedule it to occur on multiple days instead.

In addition to the custom scans that you create, Norton AntiVirus lets you schedule the Full System Scan and Quick Scan.

You can also schedule the scan to run in specific time intervals (hours or days). You can schedule a custom scan in the **Scans** window.

Norton AntiVirus lets you select multiple dates if you schedule a monthly scan.

To schedule a custom scan

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the **Computer Scan** pane, click **Custom Scan**.
3. In the **Scans** window, in the **Edit Scan** column, click the edit icon next to the custom scan that you want to schedule.
4. In the **Edit Scan** window, on the **Scan Schedule** tab, do one of the following:
   - If you do not want to run the scan at any particular time, but want to keep the scan options and scan items saved, select **Do not schedule this scan**.
   - To run the scan at specific time intervals, select **Run at a specific time interval**.
   - To run the scan at specific time every day, select **Daily**.
   - To run the scan on a specific day on a week, select **Weekly**.
   - To run the scan on a specific day on a month, select **Monthly**.

   These frequency options include the additional options that you can use to refine the schedule. Set the additional options as required.
5. Under **Run the scan**, do the following:
   - To run the scan only at idle time, check **Only at idle time**.
   - To run the scan only when your computer is connected with external power source, check **Only on AC power**.
   - To prevent your computer from going to a Sleep or Standby mode, check **Prevent standby**.

6 Under **After scan completion:**, select the state at which your computer should be after the scan is complete. Your options are:
   - **Stay On**
   - **Turn Off**
   - **Sleep**

     This option works only if you have configured the power options in your computer using the Windows Control Panel.
   - **Hibernate**

     This option works only if you have configured the power options in your computer using the Windows Control Panel.
7 Click **Next**.
8 In the **Scan Options** tab, click **Save**.

Scheduling a Full System Scan

Norton AntiVirus automatically detects the idle state of your computer and runs a Full System Scan. Full System Scan protects your computer against infection without compromising the performance of your computer. You can schedule a Full System Scan on specific dates and times or at periodic intervals.

You can schedule a Full System Scan in the **Scans** window.

To schedule a Full System Scan

1 In the Norton AntiVirus main window, click **Scan Now**.
2 In the **Computer Scan** pane, click **Custom Scan**.
3 In the **Scans** window, in the **Edit Scan** column, click the edit icon next to **Full System Scan**.
4 In the **Edit Scan** window, under **When do you want the scan to run?**, set the frequency and time at which you want the scan to run.
   Most of the frequency options include the additional options that you can use to refine the schedule. Set the additional options as required.

5 Click **Next**.

6 In the **Scan Options** tab, click **Save**.

Scheduling a Quick Scan

Quick Scan scans the important locations of your computer that the viruses and other security threats often target. When you perform a Quick Scan, Norton AntiVirus scans only the running processes and the loaded programs. Quick Scan takes less time to scan than a Full System Scan because this scan does not scan your entire computer.

Norton AntiVirus lets you schedule a Quick Scan. You can schedule a Quick Scan in the **Scans** window.

To schedule a Quick Scan

1 In the Norton AntiVirus main window, click **Scan Now**.

2 In the **Computer Scan** pane, click **Custom Scan**.

3 In the **Scans** window, in the **Edit Scan** column, click the edit icon next to **Quick Scan**.

4 In the **Edit Scan** window, under **When do you want the scan to run?**, set the frequency and time at which you want the scan to run.
Most of the frequency options include the additional options that you can use to refine the schedule. Set the additional options as required.

5 Click **Next**.

6 In the **Scan Options** tab, click **Save**.

Editing a scheduled scan

You can change the schedule of any scheduled custom scan, **Quick Scan**, or **Full System Scan** from the **Scans** window.

To edit a scheduled scan from Norton AntiVirus Scans dialog box

1 In the Norton AntiVirus main window, click **Scan Now**.

2. In the **Computer Scan** pane, click **Custom Scan**.
3. In the **Scans** window, in the **Edit Scan** column, click the edit icon next to the scan that you want to edit.
4. In the **Edit Scan** window, on the **Scan Schedule** tab, change the schedule as required.
   Most of the frequency options include the additional options that you can use to refine the schedule. Set the additional options as required.
5. Click **Next**.
6. In the **Scan Options** tab, click **Save**.

Running a scan at the command prompt

You can scan with Norton AntiVirus from the command prompt without opening the Norton AntiVirus main window. You type the path and name of the file that you want to scan or customize the scan by adding a specific command. The following commands are available:

/?	NAVW32 launches help and terminates.
/A	Scans all drives
/L	Scans the local drives
/S[+|-]	Enables (+) or disables (-) subfolders scanning
/B[+|-]	Enables (+) or disables (-) boot record scanning and master boot record scanning (for example, NAVW32 C: /B+ or NAVW32 C: /B-)

/BOOT	Scans only the boot records
/QUICK	Runs a Quick Scan
/SE[+|-]	Enables (+) or disables (-) a Quick Scan
/ST[+|-]	Enables (+) or disables (-) scanning of stealth items
[folder_path]*[?]	Scans the files that matches specified wild card
[drive|folder|file]	Scans the specified drive, folder, or file
/SESCAN	Performs Quick Scan in the background. Norton AntiVirus displays the **scans** window only when a threat is detected.

To run a scan from the command prompt

1 At the command prompt, type the path in which Norton AntiVirus is located and the executable's file name.
The following examples show the syntax of a scan command:

- `"\Program Files\Norton AntiVirus\Engine\version\NAVW32" /command_name`

  Where *version* represents the version number of Norton AntiVirus and *command_name* represents the command.

- `"\Program Files\Norton AntiVirus\Engine\version\NAVW32" [path]file_name`

  Where *version* represents the version number of Norton AntiVirus and *[path]file_name* represents the location, name, and extension of the file.

2 Press **Enter**.

About Insight Network scan

The Insight Network scan uses the Cloud technology wherein a remote server on the Web contains the latest virus definitions. Norton AntiVirus scans your computer for the latest security threats. When Norton AntiVirus performs the Insight Network scan, it uses the virus definitions that are available locally and in the Cloud. Norton AntiVirus provides additional protection by using the most recent definitions in the Cloud, apart from the definitions that are available locally on your computer.

Norton AntiVirus performs an Insight Network scan only when the **Insight Protection** option is turned on. To turn on the **Insight Protection** option, go to the Norton AntiVirus main window, and then click **Settings > General > Other Settings > Insight Protection > On**. By default, the **Insight Protection** option is turned on.

When the **Insight Protection** option is turned on, Norton AntiVirus performs a traditional scan and an Insight Network scan simultaneously. The traditional scan uses the definitions from the local system, and the Insight Network scan uses the definitions that are hosted in the Cloud.

Threat detection based on the Cloud definitions is identical to the threat detection that is based on the local definitions. However, the Cloud definitions are specified with additional data about the threats that it detects which indicates that it has been obtained from the Internet. Definitions in the Cloud provide a generic name for the risk detected, but the local definitions provide the specific name for the risk detected. For example, if a Trojan horse is detected, the scan results of the Insight Network might display Cloud.Trojan. However, the scan results of the local definition might display Trojan.Foo.

If the traditional scan completes while the Insight Network scan is still running, you can view the **Insight Network Scan** progress status.

If the **Insight Protection** option is turned on, you can manually run the following types of Insight Network scans:

- Insight Network Quick Scan

  Norton AntiVirus simultaneously performs a traditional Quick Scan and an Insight Network Quick Scan to scan the areas of your computer that the viruses often target. Norton AntiVirus also performs an Insight Network Quick Scan simultaneously with an Idle Quick Scan.

- Insight Network Single File Scan

  Norton AntiVirus simultaneously performs a traditional Single File Scan and an Insight Network Single File Scan to scan a file on your computer. It also scans the files that are received through instant messenger programs. You can perform this scan by running an Insight Network scan on single file using the **Custom Scan** option on the **Scans** window.

- Insight Network context-menu scan

  When you right-click a file, the shortcut menu displays Norton AntiVirus and then **Insight Network Scan**. You can use this command to scan a file using both local definitions and definitions that are hosted in the Cloud.



This **Insight Network Scan** command is available only for single file.

Turning off or turning on Insight Protection

Insight Protection option lets Norton AntiVirus perform an Insight Network scan on your computer

When the **Insight Protection** option is turned on, Norton AntiVirus performs a traditional scan and an Insight Network scan simultaneously. The traditional scan uses the definitions from the local system, and the Insight Network scan uses the definitions that are hosted in the Cloud. Norton AntiVirus performs only a traditional scan if the **Insight Protection** option is turned off.

Norton AntiVirus performs an Insight Network scan only when the **Insight Protection** option is turned on. By default, the **Insight Protection** option is turned on.

To turn off or turn on the Insight Protection

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Other Settings**.
4. In the **Insight Protection** row, do one of the following:
   - To turn off Insight Protection, move the **On/Off** switch to the right to the **Off** position.
   - To turn on Insight Protection, move the **On/Off** switch to the left to the **On** position.
5. In the **Settings** window, click **Apply**.

About Reputation Scan

Reputation Scan provides information on the trust-worthiness of all programs and processes running on your computer. It helps you detect the files that are suspicious or vulnerable on your computer using the reputation-based threat detection. Reputation-based threat detection maintains information of every file submitted by millions of other Norton users. The information include trust level, community usage, stability, etc. During reputation scan, reputation-based threat detection uses this information to detect suspicious or vulnerable files on your computer. Norton AntiVirus lets you run different types of Reputation Scan and detect suspicious programs on your computer.

Reputation Scan filters the files on the basis of certain filtering criteria and performs an **Insight Network Scan** on the filtered files. Reputation Scan filters the files as reputation files. It filters running processes and the loaded DLLs, startup files (services, drivers, and auto run apps), portable executable files mentioned in the Windows prefetch cache, and executable files that are listed in the Run registry keys and RunOnce registry keys.

When you perform a Reputation Quick Scan or Full System Scan, Norton AntiVirus considers the Files of Interest that are available on your computer.

After it has filtered the reputation files, Norton AntiVirus performs an **Insight Network Scan**. When Norton AntiVirus performs an **Insight Network Scan**, it also performs a **Computer Scan**. Norton AntiVirus uses the **Computer Scan** to perform the signature-based threat detection. It compares the signature of the filtered reputation files against the known threat signatures to identify threats on your computer. If a security threat is detected, Norton AntiVirus automatically removes the threat from your computer.

Norton AntiVirus uses the **Insight Network Scan** to detect suspicious or vulnerable files on your computer

using the reputation-based threat detection. The **Insight Network Scan** uses the Cloud technology wherein a remote Symantec server on the Web stores the latest reputation information. It checks the Cloud for the reputation information on the filtered files.

Norton AntiVirus obtains specific information such as file name and hash key about the filtered reputation files and sends this information to the Cloud. The Cloud analyzes the file information and provides a trust level for each file. The Symantec server sends back the reputation information to your computer. If any of the filtered files is suspicious or vulnerable, Norton AntiVirus assigns **Bad** or **Poor** trust level. Apart from reputation information, Norton AntiVirus also checks for the latest virus definitions on the Cloud.



Your computer must be connected to the Internet to access the latest reputation information and virus definitions from the Cloud. If your computer is not connected to the Internet, Norton AntiVirus uses the reputation information that is available locally.

When you perform a Reputation Scan, Norton AntiVirus considers only the following categories of files:

Executable files	This category includes Windows executable files (.exe) and script files (.scr).
System files	This category includes Windows System files (.sys), dynamic link library files (.dll), and device driver files (.drv).
Developer files	This category includes ActiveX control files (.ocx).

Miscellaneous files	This category includes Windows Installer Package files (.msi) and resource-only DLL files (.loc).

Norton AntiVirus lets you scan specific areas of your computer based on the type of Reputation Scan that you select. You can manually run the following types of Reputation Scan:

Quick Scan	Scans the important locations of your computer that the viruses and other security threats often target. When you perform a Quick Scan, Norton AntiVirus considers the Files of Interest that related to loaded programs and the running processes.
Full System Scan	Scans all the Files of Interest that are available on your computer. When you perform a Full System Scan, Norton AntiVirus searches for Files of Interest on all the locations on your computer. The locations include all drives, running processes, loaded programs, and startup files.
Custom Scan	Scans a specific file, folder, drive, or removable drive. When you perform a custom scan, Norton AntiVirus considers only the filtered reputation files.

Symantec rates a file based on the statistical evaluation that is done on the file using the Norton Community Watch data and Symantec's analysis. Symantec assigns the following confidence levels to reputation files:

Trusted	Symantec has a high indication that the file is trusted.
Good	Symantec has a high indication that the file is trusted.
Unknown	Symantec does not have enough information about the file to assign a trust level to the file. The file is neither safe nor unsafe.
Poor	Symantec has a few indications that the file is not trusted. This file is suspicious and can harm your computer.
Bad	Symantec has a high indication that the file is not trusted. This file is suspicious and can harm your computer.

When the Reputation Scan is complete, you can view the summary of the scan results in the **Norton Reputation Scan** window. You can view the reputation information such as the file name, trust level, age of the file, stability rating, and community usage for each file. The trust level determines whether a file is safe

or unsafe. If a file has **Poor** or **Bad** trust level, Norton AntiVirus lets you quarantine the file.

Running a Reputation Full System Scan

When you perform a **Full System Scan**, Norton AntiVirus scans all the Files of Interest that are available on your computer. This fileset includes the files that relate to the running processes, startup files, and loaded programs.

To run a Reputation Full System Scan

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the window that appears, click **Reputation Scan**.
3. In the **Reputation Scan** pane, click **Full System Scan**.
   In the **Norton Reputation Scan** window, you can analyze the trust level, community usage, resource usage, and stability of the scanned items.
4. If there is a file with **Poor** or **Bad** trust level, under the **Trust Level** column, click the red cross (x) icon.
5. In the **Quarantine File** window, click **Quarantine this file**.
6. In the **Manual Quarantine** window, click **Add**.
7. Click **Close**.
8. In the **Norton Reputation Scan** window, click **Close**.

Running a Reputation Quick Scan

When you perform a **Quick Scan**, Norton AntiVirus scans only the running processes and the loaded programs. Reputation Quick Scan does not scan your entire computer and it takes lesser time to run than a Reputation Full System Scan.

To run a Reputation Quick Scan

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the window that appears, click **Reputation Scan**.

3 In the **Reputation Scan** pane, click **Quick Scan**.
In the **Norton Reputation Scan** window, you can analyze the trust level, community usage, resource usage, and stability of the scanned items.
4 If there is a file with **Poor** or **Bad** trust level, under the **Trust Level** column, click the red cross (x) icon.
5 In the **Quarantine File** window, click **Quarantine this file**.
6 In the **Manual Quarantine** window, click **Add**.
7 Click **Close**.
8 In the **Norton Reputation Scan** window, click **Close**.

Running a Reputation custom scan

Norton AntiVirus lets you scan specific areas on your computer by using the Reputation custom scan. You can scan any of your computer's drives, removable drives, folders or files. For example, if you want to check the trust level of a specific file, you can scan the particular file.

To run a Reputation custom scan

1 In the Norton AntiVirus main window, click **Scan Now**.
2 In the window that appears, click **Reputation Scan**.
3 In the **Reputation Scan** pane, click **Custom Scan**.
4 In the **Reputation Custom Scan** window, do one of the following:
- Click **Drive Scan**, select the drive that you want to scan, and then click **Scan**.
- Click **Folder Scan**, select the folder that you want to scan, and then click **OK**.
- Click **File Scan**, select the file that you want to scan, and then click **Open**.

In the **Norton Reputation Scan** window, you can analyze the trust level, community usage, resource usage, and stability of the scanned items.
5 If there is a file with **Poor** or **Bad** trust level, under the **Trust Level** column, click the red cross (x) icon.

6 In the **Quarantine File** window, click **Quarantine this file**.
7 In the **Manual Quarantine** window, click **Add**.
8 Click **Close**.
9 In the **Norton Reputation Scan** window, click **Close**.

About the Reputation Scan results

Norton AntiVirus lets you run different Reputation Scans to detect any suspicious programs or vulnerable programs on your computer. Norton AntiVirus lets you manually run the following types of Reputation Scan:

- Reputation Quick Scan
- Reputation Full System Scan
- Reputation Custom Scan

When you run a Reputation Quick Scan, Norton AntiVirus considers the Files of Interest which include running processes and loaded programs. When you run a Reputation Full System Scan, Norton AntiVirus considers all the Files of Interest that are available on your computer. When you run a Reputation custom scan, Norton AntiVirus lets you select the drive, folder, or file that you want to scan.

Reputation Scan filters the files on the basis of certain filtering criteria and performs an **Insight Network Scan** on the filtered files. Reputation Scan filters .exe files, .scr files, .sys files, .dll files, .drv files, .ocx files, and .msi files and analyzes these files.

Norton AntiVirus displays the reputation information of the scanned files in the **Norton Reputation Scan** window.

Norton AntiVirus consolidates the reputation information of your most recent scan and presents the reputation information using different graphical formats.

The top of the **Norton Reputation Scan** window displays the following statistics:

- The **Trust Level** graph displays the average trust level of files on your computer. It also displays the average trust level of the files that Symantec analyzes within the Norton Community.
- The **Community Usage** graph displays the average community usage of files on your computer. It also displays the average community usage of the files that Symantec analyzes within the Norton Community.
- The **Stability** graph displays the average reliable files on your computer. It also displays the average reliable files that Symantec analyzes within the Norton Community.

Stability ratings vary depending upon your operating system.

- The **Norton Network** graph displays the details about the known good files and bad files.

  You can view the number of trusted files that are on your computer. You can also view the total number of files that Symantec analyzes within the Norton Community.

Your computer must be connected to the Internet to view these details. Norton AntiVirus connects to the Symantec servers to collect the reputation information.

The bottom of the **Norton Reputation Scan** window displays the reputation information of each scanned item. For each scanned item, you can view the following details:

File Name	Indicates the file name and file type. You can click a file name to view additional details about the file in the **File Insight** window.

Trust Level

Indicates the trust level that is assigned to a file.

Symantec analyzes specific information about a file such as the digital signature and the hash value to determine the trust level of a file. Symantec rates a file based on the statistical evaluation that is done on the file using the Norton Community Watch data and Symantec's analysis.

Symantec assigns the following trust levels to reputation files:

- **Trusted**: Symantec has a high indication that the file is trusted.
- **Good**: Symantec has a high indication that the file is trusted.
- **Unknown**: Symantec does not have enough information about the file to assign a trust level to the file.
- **Poor**: Symantec has a few indications that the file is not trusted.
- **Bad**: Symantec has a high indication that the file is not trusted.

If you have a file that has **Poor** or **Bad** trust level, Norton AntiVirus displays a red cross (x) icon next to the trust level. You can click on the red cross (x) icon and quarantine the suspicious

file.

Community Usage

Indicates the community usage level of the file.

The search results are grouped in to the following categories:

- **Very Few Users**: Shows the files that have very low community usage.
- **Few Users**: Shows the files that have average community usage.
- **Many Users**: Shows the files that have very high community usage.

You can also use the community usage of a file to determine the legitimacy of the file. Symantec uses a stringent statistical method to evaluate the trustworthiness of a file and to classify the file as a Good file.

Resource Usage	Indicates the system resource usage level of the file. The usage levels are as follows: - **Low**: Indicates that the file consumes minimum system resources. - **Moderate**: Indicates that the file consumes moderate system resources. - **High**: Indicates that the file consumes maximum system resources. - **Unknown**: Indicates that the file has performed no action in your computer.

Stability	Indicates the stability rating of the file. The stability rating depends on how frequently the program crashes. The different stability ratings are as follows: ■ **Reliable**: Indicates that the program is reliable. ■ **Stable**: Indicates that the program is comparatively stable. However, it crashes sometimes. ■ **Slightly Unstable**: Indicates that the program is slightly unstable. ■ **Unstable**: Indicates that the program is unstable. ■ **Very Unstable**: Indicates that the program frequently crashes. ■ **Unknown**: Indicates that the crash history of the program is not known. Stability ratings vary depending upon your operating system.

About Scan Facebook Wall

Norton Safe Web protects your computer from malicious URLs when you use Facebook. It scans each URL that is available on your Facebook Wall and displays the Norton rating icons for the scanned URLs.

You can also check if a URL is safe or unsafe. Norton Safe Web scans your Facebook News feed and provides you the safety status for each of the URL. This way, you are not only protected from unsafe sites but you

can also let other Facebook users know the security status of any Web site.

However, Norton Safe Web requires your permission to scan the URLs that are available on your Facebook Wall. When you install the Norton Safe Web Facebook App, Norton Safe Web App asks for your permission to access your Facebook Wall. You can choose to allow or deny permission to let Norton Safe Web access your Facebook Wall.

The auto-scan feature in Norton Safe Web application page helps you protect your Facebook Wall offline. Norton Safe Web scans the News Feed on your Facebook Wall every day and protects you from malicious links. When Norton Safe Web detects a malicious link, it notifies you with a post on your Facebook Wall. To activate Norton Auto-Scan, go to your **Norton Safe Web Scan Results** page on Facebook and click **Enable Auto-Scan**. The Norton Safe Web app will ask for additional permission to post in your wall when malicious links are identified while enabling this feature.

To remove the malicious link from your Facebook Wall, go to your profile and remove the malicious link. You can also click **See Norton Safe Web Report** to view Norton ratings and other details about this malicious link. When no malicious activity is detected on your Facebook Wall, Norton Safe Web posts a message notifying that your Facebook Wall is safe. Norton Safe Web posts this message on your Facebook Wall once in every 30 days.

If you later decide to remove Norton Safe Web from your Facebook profile, you can use the **Application Settings** option of Facebook.

The following are the safety states that Norton Safe Web provides after it scans the links on your Facebook Wall:

Safe	Indicates that the site is safe to visit and Norton Trusted. The sites with this rating do not harm your computer and so you can visit this site.
Warning	Indicates that the site has security risks. The sites with this rating may install malicious software on your computer. Symantec recommends that you do not visit this site.
Untested	Indicates that Norton Safe Web has not yet tested this site and it does not have sufficient information about this site.
Caution	Indicates that the site may have security threats. Symantec recommends you to be cautious while you visit such Web sites.

Enabling your Facebook Wall Scan

The Norton Safe Web feature scans your Facebook Wall and analyzes the security levels of all the available links on your Facebook Wall. It then displays the security status of the scanned URLs. However, Norton Safe Web requires your permission to scan your Facebook Wall.

To enable your Facebook Wall

1. In the Norton AntiVirus main window, click **Scan Now**.
2. In the window that appears, click **Scan Facebook Wall**.
3. In the **Scan Facebook Wall** pane, click **Scan My Facebook Wall**.
4. In the Facebook login Web page, log in to your Facebook profile.
5. In the **Request for permission** page, click **Allow**.
6. In the Web page that appears, click **Please grant us permission to access your News Feed and Wall**.
7. Follow the on-screen instructions to let Norton Safe Web access your Facebook Wall.

About Idle Time Scans

Norton AntiVirus keeps your computer secure from ongoing threats by automatically running scans on your computer by using the Idle Time Scans feature. Idle Time Scans detect the time when you do not use your computer and intelligently run scans depending on the scan history of your computer.

The **Idle Time Scans** option is automatically turned on when you install Norton AntiVirus. Even though Idle Time Scans automatically run the scans, you can still customize the settings of **Idle Time Scans**. Norton AntiVirus decides when to run Idle Time Scans, depending on your settings and a few other predefined parameters.

The following list provides details on the settings that you can make and the predefined parameters:

Idle Time Out duration	You can set the duration after which Norton AntiVirus should identify your computer as idle. You can select a value (in minutes) between 1 minute and 30 minutes. When you do not use your computer for the duration that you specify, Norton AntiVirus checks for the other predefined parameters and runs Idle Time Scans.
Predefined parameter	Some of the predefined parameters that Norton AntiVirus checks are CPU idle time, disk usage, and type of electric current you use to operate your computer. For example, you set the Idle Time Out duration as 10 minutes and watch an online video for 11 minutes without any intervention. In this case, Idle Time Scans do not run because of the CPU-intensive task.

You must run your computer on alternating current (AC) power for Norton AntiVirus to run Idle Time Scans.

You can view the results of the scans in any of the following locations:

- The Scan Results category in the **Security History** window
- The Norton Tasks category in the **Norton Tasks** window

Norton AntiVirus discontinues any Idle Time Scans that it started during idle time if you begin to use your computer again. However, it resumes the scan when your computer is idle again.



You must turn off Idle Time Scans to schedule a Full System Scan. However, you should always keep Idle Time Scans turned on to allow Norton AntiVirus to scan your computer when it becomes idle.

Turning off or turning on Idle Time Scans

The **Idle Time Scans** option is automatically turned on when you install Norton AntiVirus. When the **Idle Time Scans** option is turned on, Norton AntiVirus detects the time when you do not use your computer. Norton AntiVirus then intelligently runs a scan, depending on the scan history of your computer. However, there may be times when you want to turn off **Idle Time Scans**.

To turn off Idle Time Scans

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Computer Scan**.
3. In the **Idle Time Scans** row, in the drop-down list, select **Off**.
4. Click **Apply**.

To turn on Idle Time Scans

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Computer Scan**.
3. In the **Idle Time Scans** row, in the drop-down list, select the option that you want to set. Your options are:
   - **Weekly**
   - **Monthly**
   - **Quarterly**

4 Click **Apply**.

Specifying Idle Time Out duration

You can set the duration after which Norton AntiVirus should identify your computer as idle. You can select a value (in minutes) between 1 minute and 30 minutes. When you do not use your computer for the duration that you specify, Norton AntiVirus checks for other predefined parameters and runs a Full System Scan.

To specify Idle Time Out duration from the Settings window

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click the **General** tab.
3 In the **Idle Time Out** row, in the drop-down list, select the duration that you want to specify. You might need to scroll the window to view the option.
4 In the **Settings** window, click **Apply**.

About SONAR Protection

Symantec Online Network for Advanced Response (SONAR) provides real-time protection against threats and proactively detects unknown security risks on your computer. SONAR identifies emerging threats based on the behavior of applications. SONAR identifies threats quicker than the traditional signature-based threat detection techniques. SONAR detects and protects you against malicious code even before virus definitions are available through LiveUpdate.



Symantec recommends that your computer remains connected to Internet to get the real-time protection against threats and proactively detects unknown security risks on your computer.

SONAR monitors your computer for malicious activities through heuristic detections.

SONAR automatically blocks and removes high-certainty threats. Norton AntiVirus notifies you when high-certainty threats are detected and removed. SONAR provides you the greatest control when low-certainty threats are detected. You can also suppress the SONAR notifications by disabling the **Show SONAR Block Notifications** option.

The **View Details** link in the notification alert lets you view the summary of the resolved high-certainty threats. You can also view the details under **Resolved Security Risks category** in the **Security History** window.

Turning off or turning on SONAR Protection

SONAR protects you against malicious code even before virus definitions are available through LiveUpdate. By default, SONAR Protection is turned on to proactively detect unknown security risks on your computer.

When you turn off SONAR Protection, you are prompted with a protection alert. This protection alert lets you specify the amount of time for which you want SONAR Protection to be turned off.



When Auto-Protect is turned off, SONAR Protection is also disabled. In this case, your computer is not protected against emerging threats.

To turn off or turn on SONAR Protection

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Real Time Protection**.
3. In the **SONAR Protection** row, do one of the following:
   - To turn off SONAR Protection, move the **On/Off** switch to the right to the Off position.
   - To turn on SONAR Protection, move the **On/Off** switch to the left to the On position.
4. In the **Settings** window, click **Apply**.

About Real Time Exclusions

Symantec Online Network for Advanced Response (SONAR) provides real-time protection against threats and proactively detects unknown security risks on your computer. SONAR identifies emerging threats based on the behavior of applications. SONAR identifies threats quickly compared to the traditional signature-based threat detection techniques. SONAR detects and protects you from malicious programs even before virus definitions are available through LiveUpdate.

SONAR monitors your computer for malicious activities using heuristic detections. It automatically blocks and removes high-certainty threats. Norton AntiVirus notifies you when high-certainty threats are detected and removed.

However, you can configure Norton AntiVirus to exclude certain programs from the Norton AntiVirus Auto-Protect scans and SONAR scans. You should exclude programs only if you are confident that they are not infected. You can exclude the programs from the Auto-Protect scans and SONAR scans by adding them to the **Real Time Exclusions** window. When you add a program to the **Real Time Exclusions** window, Norton AntiVirus ignores the file when it performs Auto-Protect scan and SONAR scan. This option also excludes subfolders within a folder.



Exclude a program from Norton AntiVirus scans only if you are confident that the program is safe. For example, if another program relies on a security risk program to function, you might decide to keep the program on your computer.

To add programs to the **Real Time Exclusions** window, go to the Norton AntiVirus main window, and then click **Settings > Computer > AntiVirus and SONAR Exclusions > Items to Exclude from Auto-Protect, SONAR and Download Intelligence Detection > Configure**.

Excluding security threats from scanning

You can use **Scan Exclusions** window and **Real Time Exclusions** window to exclude viruses and other high-risk security threats from scanning.

To exclude high-risk security threats from scanning

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **AntiVirus and SONAR Exclusions**.
3. Do one of the following:
   - In the **Items to Exclude from Scans** row, click **Configure**.
   - In the **Items to Exclude from Auto-Protect, SONAR and Download Intelligence Detection** row, click **Configure**.
4. In the window that appears, click **Add**.
5. In the **Add Item** dialog box, click the browse icon.
6. In the dialog box that appears, select the item that you want to exclude from the scan.
7. Click **OK**.
8. In the **Add Item** dialog box, click **OK**.
9. In the window that appears, click **Apply**, and then click **OK**.

About Signature Exclusions

Norton AntiVirus lets you select specific known security risks and exclude them from Norton AntiVirus scans. Exclude a risk from Norton AntiVirus scans only if you have a specific need. For example, if another program relies on a security risk program to function, you might decide to keep the program on your computer. You might also decide not to be notified about the program in future scans.

When you exclude a known security risk from Norton AntiVirus scans, the protection level of your computer reduces. You should exclude items only if you are confident that they are not infected.

To exclude a security risk from scans, you need to add the specific security risk to the **Signature Exclusions** window. The **Signature Exclusions** window contains the list of all security risks that can be excluded from Norton AntiVirus scans. For each security risk, you can view the risk details and the effect of the risk on your computer.

To add security risks to the **Signature Exclusions** window, go to the Norton AntiVirus main window, and then click **Settings > Computer > AntiVirus and SONAR Exclusions > Signatures to Exclude from All Detections > Configure**.

Adding items to the Signature Exclusions

To exclude a security risk from scans, you must add the specific security risk to the **Signature Exclusions** window. You can select a known risk by name and add it to the list.

When you exclude a known security risk from Norton AntiVirus scans, the protection level of your computer reduces. You should exclude items only if you are confident that they are not infected.

To add a signature to the Signature Exclusions

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **AntiVirus and SONAR Exclusions**.
3. In the **Signatures to Exclude from All Detections** row, click **Configure**.
4. In the **Signature Exclusions** window, click **Add**.
5. In the **Security Risks** window, click on a security risk that you want to exclude and then click **Add**.

6 In the **Signature Exclusions** window, click **Apply**, and then click **OK**.

7 In the **Settings** window, click **OK**.

About clearing file IDs that are excluded during scans

When you run a Reputation Scan, Norton AntiVirus provides information on the trust-worthiness of all programs and processes running on your computer. Reputation Scan helps you detect the files that are suspicious or vulnerable on your computer using the reputation-based threat detection. Norton AntiVirus provides reputation information such as trust level, user prevalence, and stability for each program and process that is scanned. Norton AntiVirus stores the reputation information of all scanned files.

All trusted and favorable files are provided with **Trusted** and **Good** trust levels. If any of the scanned files is suspicious or vulnerable, Norton AntiVirus assigns **Bad** or **Poor** trust level.

During each successive scan that you run, Norton AntiVirus excludes the **Trusted** and **Good** files from being scanned. However, if you want Norton AntiVirus to scan all the files in your computer, you must clear the reputation information of the excluded files.

When you exclude a reputation-based threat, Norton AntiVirus does not add the signature of the excluded threat to the **Signature Exclusions** window. This is because the reputation-based threats are excluded by hash value. You can use the **Clearing IDs of files that are excluded during scans** option to clear the excluded reputation-based threats.

To clear the reputation information of files that are excluded from scans. In the Norton AntiVirus main window, click **Settings > Computer > AntiVirus and SONAR Exclusions > Clear file IDs excluded during scans > Clear All**.

Clearing IDs of files that are excluded during scans

Norton AntiVirus tags all trusted and favorable files with **Trusted** and **Good** trust levels. When a file is tagged as **Trusted** or Good, Norton AntiVirus does not scan this file again. This can improve the scan performance of Norton AntiVirus on your computer.

However, if you want Norton AntiVirus to scan all the files in your computer, you must clear the reputation information of the excluded files.

When you clear IDs of files that are excluded during scans, it might take a longer time to complete scan.

Norton AntiVirus excludes the **Trusted** and **Good** files from being scanned. However, if you want Norton AntiVirus to scan all the files in your computer, you must clear the reputation information of the excluded files.

To clear IDs of files that are excluded during scans

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **AntiVirus and SONAR Exclusions**.
3. In the **Clear file IDs excluded during scans** row, click **Clear All**.
4. In the **Warning** window, click **Yes**.
5. In the **Settings** window, click **Apply**, and then click **OK**.

About scanning Office documents

Norton AntiVirus protects all Office documents that you receive through email messages, through Internet download, and through inserted floppy disks or other removable media. By automatically scanning all Office files, Norton AntiVirus maintains a higher level of security. Norton AntiVirus scans the Office document when you open them.

You can use the **Microsoft Office Automatic Scan** option in the **Settings** window to scan documents of the following Microsoft Office applications:

winword.exe	Microsoft Word
excel.exe	Microsoft Excel
powerpnt.exe	Microsoft PowerPoint
visio.exe	Microsoft Visio
msaccess.exe	Microsoft Access
winproj.exe	Microsoft Project

Norton AntiVirus scans the Office documents and protect against threats, including virus macros and infected embedded objects.

By default, the **Microsoft Office Automatic Scan** option in the **Settings** window is turned off. Turn on this option to scan Microsoft Office files automatically.

Turning on or turning off Microsoft Office Automatic Scan

Norton AntiVirus maintains a higher level of security by automatically scanning all Office files. You can turn on the **Microsoft Office Automatic Scan** option to protect your computer against the virus macros and embedded objects.

To Turn on or turn off Microsoft Office Automatic Scan

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Computer Scan**.

3 In the **Microsoft Office Automatic Scan** row, do one of the following:
   - To turn on Microsoft Office Automatic Scan, move the **On/Off** switch to the left to the **On** position.
   - To turn off Microsoft Office Automatic Scan, move the **On/Off** switch to the right to the **Off** position.

4 In the **Settings** window, click **Apply**, and then click **OK**.

About Silent Mode

Norton AntiVirus provides many solutions and features to handle viruses and other security threats. Norton AntiVirus displays alerts and notifications to inform you how viruses and other security threats are detected and resolved. When you perform important tasks on your computer, you likely prefer not to receive any alert messages. Norton AntiVirus suppresses alerts and notifications and temporarily suspends most of the background activities based on the **Silent Mode Settings** that are turned on.

Norton AntiVirus provides the following options under Silent Mode Settings:

Silent Mode	Norton AntiVirus allows you to manually turn on for a specified duration using Silent Mode option.
Full Screen Detection	Norton AntiVirus turns on this option automatically when it detects a full-screen application and turns off when you stop using the full-screen application.

Quiet Mode	Norton AntiVirus turns on this option automatically when it detects a disk burning task or a Media Center TV recording task. Norton AntiVirus also turns on Quiet Mode automatically when you run a program that you included in the **Quiet Mode Programs** list. Norton AntiVirus turns off Quiet Mode when the disk burning session or TV program recording session is complete. Norton AntiVirus also turns off Quiet Mode when it stops detecting running instances of the programs that you included in the **Quiet Mode Programs** list.

The Norton AntiVirus icon displays the turn-on status of Silent Mode in the notification area, at the far right of the taskbar. The icon changes to a crescent-patterned icon when Silent Mode is turned on. Norton AntiVirus also notifies you after Silent Mode is turned off.

You can view the summary of the Silent Mode sessions under the **Recent History**, **Full History**, and **Silent Mode** categories in the drop-down list of the **Show** option in the **Security History** window.

The summary includes the following information:

- The turn-on or turn-off status of Silent Mode
- Usage of Silent Mode Settings, such as Silent Mode or Quiet Mode
- The type of program that turns on Silent Mode, such as disk burning or TV recording
- The name of a user-specified program that turns on Silent Mode
- The time and date when Silent Mode is turned on or turned off

- The severity displays the risk level of the selected item

About the Silent Mode that you turn on manually

Norton AntiVirus lets you manually turn on Silent Mode for a specified duration. When Silent Mode is turned on, Norton AntiVirus suppresses alerts and suspends background activities for the duration that you specify. You can verify the turn-on status of Silent Mode in the notification area, at the far right of the taskbar. The Norton AntiVirus icon in the notification area changes to a crescent-patterned icon to display the turn-on status of Silent Mode. Turning on Silent Mode manually before you perform your tasks helps you prevent alerts, notifications, or background activities interrupting you for the specified duration.

You can turn on Silent Mode for a period of one hour, two hours, four hours, six hours, or one day. After the specified duration, Norton AntiVirus turns off Silent Mode. You can also manually turn off Silent Mode at any time. Norton AntiVirus notifies you after Silent Mode is turned off. The activities that are suspended when Silent Mode is turned on run after Silent Mode is turned off.

Turning on or turning off Silent Mode manually

You can manually turn on Silent Mode for a specified duration before you perform any important task on your computer. You can turn on Silent Mode for a period of one hour, two hours, four hours, six hours, or one day. The Norton AntiVirus icon displays the turn-on status of Silent Mode in the notification area, at the far right of the taskbar. Norton AntiVirus notifies you after Silent Mode is turned off. After Silent Mode is turned off, Norton AntiVirus also displays alerts if it detected any security activities that occurred during the Silent Mode session.

You can turn on or turn off Silent Mode from the **Silent Mode Settings** section of the **Settings** window. You

can also turn on or turn off Silent Mode by using the Norton AntiVirus icon in the notification area.

To turn on Silent Mode from the Settings window

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Silent Mode Settings**.
4. In the **Silent Mode** row, move the **On/Off** switch to the left to the **On** position.
5. In the **Settings** window, click **Apply**.
6. In the **Turn on Silent Mode** dialog box, in the **Select the duration** drop-down list, select how long you want to turn on Silent Mode, and then click **OK**.
7. In the **Settings** window, click **OK**.

To turn off Silent Mode from the Settings window

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Silent Mode Settings**.
4. In the **Silent Mode** row, move the **On/Off** switch to the right to the **Off** position.
5. In the **Settings** window, click **Apply**.
6. Click **OK**.

To turn on Silent Mode from the notification area

1. In the notification area on the Windows taskbar, right-click the Norton AntiVirus icon, and then click **Turn on Silent Mode**.
2. In the **Turn on Silent Mode** dialog box, in the **Select the duration** drop-down list, select how long you want to turn on Silent Mode, and then click **OK**.

To turn off Silent Mode from the notification area

- In the notification area on the Windows taskbar, right-click the Norton AntiVirus icon, and then click **Turn off Silent Mode**.

About the Silent Mode that turns on automatically

When you watch a movie, play games, or make a presentation, you run the application in the full-screen mode. Norton AntiVirus detects the application that you run in the full-screen mode and automatically enables Silent Mode. When Silent Mode is enabled, Norton AntiVirus suppresses most of the alerts and suspends background activities. Only those activities run that are involved in protecting your computer from viruses and other security threats. Minimum background activities also ensure high performance of your computer. The activities that are suspended run after you finish using the application in the full-screen mode.

Silent Mode also helps you maintain an uninterrupted Media Center Extender session. A Media Center Extender session is an extended session of Media Center to an entertainment device, such as a television. The alerts and notifications that appear during a Media Center Extender session disconnect the session between the host computer and the entertainment device. Norton AntiVirus identifies a Media Center Extender session as an active full-screen application and turns on Silent Mode. When Silent Mode is enabled, Norton AntiVirus suppresses alerts and notifications and suspends background activities to provide uninterrupted sessions for Silent Mode options such as Full Screen Detection or Media Center applications.

Turning off or turning on Full Screen Detection

You can use the **Full Screen Detection** option in the **Settings** window to turn on or turn off Silent Mode automatically when Norton AntiVirus detects a full-screen application. By default, the **Full Screen Detection** option remains turned on after you install Norton AntiVirus.

To turn off Full Screen Detection

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Silent Mode Settings**.
4. In the **Full Screen Detection** row, move the **On/Off** switch to the right to the **Off** position.
5. In the **Settings** window, click **Apply**.

To turn on Full Screen Detection

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Silent Mode Settings**.
4. In the **Full Screen Detection** row, move the **On/Off** switch to the left to the **On** position.
5. In the **Settings** window, click **Apply**.

About Quiet Mode

Norton AntiVirus automatically enables Quiet Mode when you perform tasks that require higher utilization of your system resources. When Quiet Mode is turned on, Norton AntiVirus suspends the background activities and lets the task use the maximum resources for better performance.

You can choose to set Norton AntiVirus to automatically enable Quiet Mode when you do the following tasks:

- IMAPI 2.0 Disk Burn
- Media Center TV Recording
- User-Specified Programs

The following table explains about the various options:

IMAPI 2.0 Disk Burn	When you use a Media Center application to burn a CD or a DVD, Norton AntiVirus automatically enables Quiet Mode, if the **IMAPI 2.0 Disk Burn** option is turned on. By default, the **IMAPI 2.0 Disk Burn** option is turned on. When Quiet Mode is enabled, Norton AntiVirus suspends background activities to improve the performance of your disk-burning session. However, Norton AntiVirus continues to display alerts and notifications during the session. Norton AntiVirus supports the following Media Center disk-burner applications to turn on Quiet Mode: ▪ IMAPI 2.0 ▪ J. River MEDIA CENTER (version 13.0.125 and later) Norton AntiVirus turns on Quiet Mode as soon as you start burning a CD or a DVD using a Media Center application. Norton AntiVirus turns off Quiet Mode after the disk-burning session is complete. You cannot turn off Quiet Mode during the disk-burning session by turning off the **IMAPI 2.0 Disk Burn** option in the **Settings** window.

Media Center TV Recording	When you use a Media Center application to record a TV program, Norton AntiVirus automatically enables Quiet Mode, if the **Media Center TV Recording** option is turned on. By default, the **Media Center TV Recording** option is turned on. When Quiet Mode is enabled, Norton AntiVirus suspends background activities to improve the performance of your TV program recording session. However, Norton AntiVirus continues to display alerts and notifications during the session. Norton AntiVirus supports the following Media Center applications to turn on Quiet Mode: ▪ Windows Media Center For Windows Media Center to enable Quiet Mode during TV program session, you might need to restart your computer after you install Norton AntiVirus. ▪ J. River MEDIA CENTER (version 13.0.125 and later) Norton AntiVirus turns on Quiet Mode as soon as you start recording a TV program. After Quiet Mode is turned on, it turns off after the recording session is complete. You cannot turn off Quiet Mode during the TV program recording session by turning off the **Media Center TV Recording** option in the **Settings** window.

User-Specified Programs	Norton AntiVirus automatically turns on Quiet Mode when it detects a TV program recording session or a disk-burning session. In addition, you can manually add the programs for which you want Norton AntiVirus to turn on Quiet Mode to the **Quiet Mode Programs** list. When Norton AntiVirus detects a running instance of a program that you added in the list, it automatically turns on Quiet Mode. When Quiet Mode is turned on, Norton AntiVirus suspends the background activities but does not suppress alerts and notifications. You can also add or remove a running program to the **Quiet Mode Programs** list.

Turning off or turning on the Quiet Mode options

You can turn off or turn on the Quiet Mode options, such as **IMAPI 2.0 Disk Burn** and **Media Center TV Recording** in the **Settings** window. By default, the Quiet Mode options are turned on. If you perform a task for an option that you turned on, Norton AntiVirus detects the task and automatically turns on Silent Mode. For example, you turn on the **IMAPI 2.0 Disk Burn** option and start burning a disk using a Media Center application. In this case, Norton AntiVirus detects the disk-burning session and turns on Quiet Mode.

Norton AntiVirus turns on Quiet Mode as soon as you start recording a TV program or burning a CD or a DVD. Once Quiet Mode is turned on, it turns off only after the TV program recording session or disk-burning session is complete. You cannot turn off Quiet Mode

during the sessions by using the options in the **Settings** window.

To turn off or turn on IMAPI 2.0 Disk Burn

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Silent Mode Settings**.
4. In the Silent Mode Settings, under **Quiet Mode on Detection of**, do one of the following:
   - To turn off detection of a disk burning session, in the **IMAPI 2.0 Disk Burn** row, move the **On/Off** switch to the right to the **Off** position.
   - To turn on detection of a disk burning session, in the **IMAPI 2.0 Disk Burn** row, move the **On/Off** switch to the left to the **On** position.
5. In the **Settings** window, click **Apply**.
6. Click **OK**.

To turn off or turn on Media Center TV Recording

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Silent Mode Settings**.
4. In the Silent Mode Settings, under **Quiet Mode on Detection of**, do one of the following:
   - To turn off detection of a TV program recording session, in the **Media Center TV Recording** row, move the **On/Off** switch to the right to the **Off** position.
   - To turn on detection of a TV program recording session, in the **Media Center TV Recording** row, move the **On/Off** switch to the left to the **On** position.
5. In the **Settings** window, click **Apply**.
6. Click **OK**.

About User-Specified Programs

Norton AntiVirus automatically turns on Quiet Mode when it detects a TV program recording session or a disk-burning session. In addition, you can manually add the programs for which you want Norton AntiVirus to turn on Quiet Mode to the Quiet Mode Programs list. When Norton AntiVirus detects a running instance of a program that you added in the list, it automatically turns on Quiet Mode. When Quiet Mode is turned on, Norton AntiVirus suspends the background activities but does not suppress alerts and notifications.

You can also add a running program to the Quiet Mode Programs list. However, when you add a running program, Norton AntiVirus does not detect the current running instance of the program to turn on Quiet Mode. Norton AntiVirus turns on Quiet Mode the next time when you execute the program.

You can also remove a running program from the Quiet Mode Programs list. However, if Quiet Mode is turned on, it turns off only after the running instances of all the programs in the list are complete. You cannot turn off Quiet Mode by removing a program from the list when it runs.

You can view the details of the programs that you add to the Quiet Mode Programs list or remove from the list in the **Security History** window.

Adding programs to User-Specified Programs

You can manually add the programs for which you want Norton AntiVirus to turn on Quiet Mode to the Quiet Mode Programs list. When you execute the program that you added to the list, Norton AntiVirus detects the program and turns on Quiet Mode.

You can also add a running program to the **Quiet Mode Programs** list. However, when you add a running program, Norton AntiVirus does not detect the current running instance of the program to turn on Quiet Mode.

Norton AntiVirus turns on Quiet Mode the next time when you execute the program.

You can only add the programs that have .exe file extension to the **Quiet Mode Programs** list.

To add a program

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Silent Mode Settings**.
4. In the Silent Mode Settings, under **Quiet Mode on Detection of**, in the **User-Specified Programs** row, click **Configure**.
5. In the **Quiet Mode Programs** window, click **Add**.
6. In the **Add Program** dialog box, navigate to the location of the file that you want to add to the Quiet Mode Programs list.
7. Select the file, and then click **Open**.
8. Click **Apply**.
9. In the **Quiet Mode Programs** window, click **OK**.

Removing programs from User-Specified Programs

You can remove a program from the **Quiet Mode Programs** list. After you remove a program, Norton AntiVirus does not turn on Quiet Mode the next time when it detects a running instance of the program.

You can also remove a running program from the **Quiet Mode Programs** list. However, if Quiet Mode is turned on, it turns off only after the running instances of all the programs in the list are complete. You cannot turn off Quiet Mode by removing a program from the list when it runs.

To remove a program

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Silent Mode Settings**.

4 Under **Quiet Mode on Detection of**, in the **User-Specified Programs** row, click **Configure**.
5 In the **Quiet Mode Programs** window, select the program that you want to delete, and then click **Remove**.
6 In the confirmation dialog box, click **Yes**.
7 In the **Quiet Mode Programs** window, click **Apply** and then click **OK**.

About boot time protection

The boot time protection feature provides enhanced security level from the time you start your computer. It ensures better security by running all the necessary components that are required for computer protection as soon as you start your computer.

To protect your computer during boot time, you must configure the **Enable Boot Time Protection** option. To access the **Enable Boot Time Protection** option, go to the Norton AntiVirus main window, and then click **Settings > Computer > Real Time Protection**.

You can use the following options to configure **Enable Boot Time Protection**:

- **Aggressive**

  Provides maximum protection during your computer start time.

  This option ensures complete protection during the boot time as Auto-Protect starts functioning as soon as you start your computer.

- **Normal**

  Provides enhanced protection during your computer start time without compromising your computer's boot performance.

  When you select this option, the drivers and plug-ins start functioning during the computer start time before their specified time delay. This option ensures better boot performance along with good security levels.

- **Off**

  Turns off boot time protection.

  If you turn off the **Enable Boot Time Protection** option, the protection level of your computer reduces.

Configuring boot time protection

The boot time protection feature provides enhanced security level from the time you start your computer. As soon as you start your computer, Norton AntiVirus starts Auto-Protect and all required drivers and plug-ins start functioning. This feature ensures higher level of security from the moment you turn on your computer.

To configure boot time protection

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Real Time Protection**.
3. In the **Enable Boot Time Protection** row, click on one of the settings. Your options are:
   - **Aggressive**
   - **Normal**
   - **Off**
4. Click **Apply**, and then click **OK**.

About Early Launch Anti-Malware Protection

The early launch anti-malware protection feature provides enhanced security level when you start your computer. It ensures better security by running all the necessary components of Norton AntiVirus that are required to block any malware from functioning when you start your computer.

To enable early launch anti-malware protection, go to the Norton AntiVirus main window, and then click

Settings > Computer > Real Time Protection > Early Launch Anti-Malware Protection > On.

By default this option is turned off.

This option is available only on Windows 8.

Turning on or turning off Early Launch Anti-Malware Protection

The **Early Launch Anti-Malware Protection** feature provides enhanced security level during the boot time when you start your computer. It ensures better protection by running all the necessary components of Norton AntiVirus that are required to block any malware from functioning when you start your computer.

This option is available only on Windows 8.

To turn on or turn off early launch anti-malware protection

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Computer Scan**.
3. In the **Early Launch Anti-Malware Protection** row, do one of the following:
   - To turn on **Early Launch Anti-Malware Protection**, move the **On/Off** switch to the left to the **On** position.
   - To turn off **Early Launch Anti-Malware Protection**, move the **On/Off** switch to the right to the **Off** position.
4. In the **Settings** window, click **Apply**, and then click **OK**.

Responding to security issues

4

This chapter includes the following topics:

- What to do if a security risk is found

What to do if a security risk is found

Your product provides many solutions and features for handling viruses and other security threats that it detects.

When Norton AntiVirus detects a security risk on your computer, you must take appropriate action on the risk. Norton AntiVirus notifies you when it detects a security risk. You can view details about the risk in the window that appears and select an action that you want Norton AntiVirus to perform on the risk.

By default, Norton AntiVirus removes the security risk from your computer and quarantines it. However, you can restore the file from the Quarantine to its original location and exclude it from future scans.

Exclude a program from Norton AntiVirus scans only if you are confident that the program is safe. For example, if another program relies on a security risk program to function, you might decide to keep the program on your computer.

In some cases, Norton AntiVirus requires your attention to manually resolve the detected security risk. You can access the Symantec Security Response Web site and refer the manual removal instructions.

In some cases, Norton AntiVirus might not identify an item as a security threat, but you might suspect that the item is infected. In such cases, you can submit the item to Symantec for further analysis.

In addition, your product provides solutions for security risks, such as spyware and adware.

About detecting viruses, spyware, and other risks

Viruses and other security threats can be detected during a manual or scheduled scan. Auto-Protect detects these threats when you perform an action with an infected file. Threats can also appear during an instant messenger session, when you send an email message, or during a manual or scheduled scan.

Security risks, such as spyware and adware, can also be detected when these activities are performed.

The files that can potentially infect your system when your computer first starts up are scanned first.

These files include the following:

- Files that are associated with the processes that are currently running in memory
- Files with startup folder entries
- Files with system start INI file entries
- Files with system start batch file entries
- Files that the system start registry keys refers

If an infected file is detected during this portion of the manual scan, it is repaired or removed. Any unnecessary references are also removed from your computer. Before attempting to repair, quarantine, or delete any infected file that has a process running in memory, your product attempts to terminate the process. You are alerted and prompted to close all unnecessary programs before the process is terminated.

You can view information about detected viruses and other security threats in Security History.

Security History also includes information about spyware, adware, and other security risks.

Reviewing Auto-Protect notifications

Auto-Protect scans files for viruses, worms, and Trojan horses when you perform an action with them, such as moving them, copying them, or opening them.

It also scans for spyware, adware, and other security risks.

If Auto-Protect detects suspicious activity, it logs a notification in Security History that tells you that a risk was found and resolved.

If Auto-Protect detect one or more viruses it either repairs or deletes the viruses and notifies you. The notification provides information on which file was repaired or deleted and which virus, Trojan horse, or worm infected the file. No further action is necessary.

To review Auto-Protect notifications

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the **Computer Protection** pane, click **History**.

3 In the **Show** drop-down list, select the category for which you want to review Auto-Protect alerts. Your options are:

Recent History	Review Auto-Protect notifications that you received in the last seven days.
Full History	Review all of the Auto-Protect notifications that you have received.
Resolved Security Risks	Review all of the resolved security threats. The **Resolved Security Risks** category includes the infected files that Norton AntiVirus repairs, removes, or quarantines.
Unresolved Security Risks	Review the list of unresolved security risks. The **Unresolved Security Risks** category includes the infected files for which Norton AntiVirus was not able to take any action. This category mostly includes the low-level risks that require your attention for a suitable action.

4 In the right pane, click the **Options** link.
The option name appears as **Restore & Options** for few items.
If one or more security risks such as spyware are found, you can take action on these items, if required.

5 In the **Threat Detected** window, select the appropriate action on the risk.
The following are some of the options that are available in the **Threat Detected** window:

Restore & Exclude this file	Returns the selected Quarantine item to its original location and excludes the item from being detected in the future scans. This option is available for the detected viral and non-viral threats.
Exclude this program	Excludes the security risk from future scan. Norton AntiVirus adds the security risk to the appropriate exclusions list.
Manual Fix (recommended)	Lets you resolve the risk using a manual fix tool. If you resolve a threat manually, you must remove the threat information from the **Security History** window.
Remove this file (may cause browser to close) (recommended)	Removes the security risk from your computer and quarantines it. This option is available for the security risks that require your attention.

Remove this file (may cause browser to close)	Removes the selected security risk from the computer and quarantines it. This option is available for the security risks that require your attention for manual removal. This option is also available for the security risks that are manually quarantined.
Remove from history	Removes the selected security risk item from the Security History log.
Get help (recommended)	Takes you to the Symantec Security Response Web site. This option is available for the security risks that require your attention for manual removal. You can refer the Symantec Security Response Web site for manual removal instructions or other information about the risk.

Submit to Symantec	Sends the security risk to Symantec. In some cases, Norton AntiVirus might not identify an item as a security threat, but you might suspect that the item is infected. In such cases, you can use this option to submit the item to Symantec for further analysis.

Responding to Worm Blocking alerts

If a program tries to email itself or a copy of itself, it could be a worm trying to spread through email. A worm can send itself or send a copy of itself in an email message without any interaction with you.

Worm Blocking continually scans outgoing email attachments for worms. If it detects a worm, you receive an alert notifying you that a malicious worm was found.

Worm Blocking alert appears only when you enable the **Ask me what to do** option under **How to respond when an outbound threat is found** in the **Email Antivirus Scan** window. If the **Ask me what to do** option is disabled Norton AntiVirus automatically quarantines the detected worm and notifies you.

The alert presents you with options and asks you what to do. If you do not send an email message at that time, then it is probably a worm and you should quarantine the file.

To respond to Worm Blocking alerts

❖ In the alert window, select the action that you want to take. Your options are:

Quarantine	Permanently stops the worm by putting it in Security History. While in Security History, the worm is unable to spread. This Quarantine is the safest action.
Allow	Sends the email message for which you have received the worm blocking alert. If you allow the email message, it could infect the recipient's computer. Select this option if you are sure that the email is not infected with a worm.
Ignore	Ignores this risk.

If a malicious worm is found, it should be quarantined.

To quarantine a worm-infected file

1 In the alert, in the drop-down list, click **Quarantine**.

2 After the worm has been quarantined, perform the following tasks:

- Run LiveUpdate to ensure that you have the latest definition updates.

  See "About Program and Definition Updates" on page 60.
- Scan your computer.

  See "Running a Full System Scan" on page 125.

If nothing is detected, submit the infected file to Symantec Security Response. Also, indicate that the file was detected and that you have scanned it with the latest definition updates. Symantec Security Response replies to you within 48 hours.

About responding to risks detected during a scan

At the end of a scan, the **Results Summary** window provides the summary of the scan results. You can use the **Threats Detected** window to resolve any items that were not automatically resolved during the scan.

You can use the **Show** drop-down list that is available in the **Security History** window to resolve any items that were not automatically resolved during the scan. The **Recommended Action** section in the **Security History** window displays the action that you should take to resolve the security threat.

About actions when Norton AntiVirus cannot repair a file

One of the common reasons that Norton AntiVirus cannot automatically repair or delete an infected file is that you do not have the current definition updates. Run LiveUpdate, and then scan again.

Before running LiveUpdate to receive protection updates, ensure that Quick Scan is turned on (it is turned on by default). After LiveUpdate retrieves the latest definition updates, Quick Scan automatically checks for the infections that have processes running

in memory. It also checks for the infections that the start-up files and folders refer.

If that does not work, read the information on the **Threats Detected** window to identify the types of files that cannot be repaired. You can take one of the following actions, depending on the file type:

Infected files	You can view the file type of the detected risk. This information helps you to decide the action that can be taken depending on the file type. For example, you can view the infected files with the following file name extensions (any file can be infected): ▪ .exe ▪ .doc ▪ .dot ▪ .xls Use the **Threats Detected** window to solve the problem.
Hard disk master boot record, boot record, or system files (such as IO.SYS or MSDOS.SYS) and floppy disk boot record and system files	Replace using your operating system disks.

Resolving a suspected security risk

Norton AntiVirus needs to close a suspected security risk program to resolve it.

To resolve the suspected security risk

❖ Save all open files, and then click **Go**.
If you do not respond to this dialog box, it closes automatically without resolving and closing the suspected security risk.

Protecting Internet activities

5

This chapter includes the following topics:

- About Download Insight
- About Intrusion Prevention
- About Vulnerability Protection
- About the types of security risks
- About configuring POP3 and SMTP ports
- About the Network Security Map
- About Network Cost Awareness

About Download Insight

Download Insight provides information about the reputation of any executable file that you download from the supported portals. The reputation details indicate whether the downloaded file is safe to install. You can use these details to decide the action that you want to take on the file.

Some of the supported portals are:

- Internet Explorer (Browser)
- Opera (Browser)
- Firefox (Browser)
- Chrome (Browser)

- AOL (Browser)
- Safari (Browser)
- Yahoo (Browser)
- MSN Explorer (Browser, E-mail & Chat)
- QQ (Chat)
- ICQ (Chat)
- Skype (Chat)
- MSN Messenger (Chat)
- Yahoo Messenger (Chat)
- Limewire (P2P)
- BitTorrent (P2P)
- Thunder (P2P)
- Vuze (P2P)
- Bitcomet (P2P)
- uTorrent (P2P)
- Outlook (E-mail)
- Thunderbird (E-mail)
- Windows Mail (E-mail)
- Outlook Express (E-mail)
- FileZilla (File Manager)
- UseNext (Download Manager)
- FDM (Download Manager)
- Adobe Acrobat Reader (PDF viewer)

Based on the type of portal you use to download your file, Norton AntiVirus does one of the following:

- Analyzes the file based on its reputation details when the download is complete.
- Analyzes the file based on its reputation details when the file is accessed.

Download Insight uses the file analysis results to provide you the reputation details of the file. The basic reputation levels of the files are good, bad, unproven,

and poor. Based on the reputation levels, the files can be broadly classified as follows:

Safe	Includes the files that are either Norton trusted or User trusted. Safe files have good reputation levels. These files do not harm your computer. By default, Auto-Protect allows the execution of the safe files.
Unsafe	Includes the files that Norton AntiVirus identifies as a security risk or a threat. Unsafe files are characterized by bad or poor reputation levels and Norton AntiVirus removes them from your computer.
Unknown	Includes the files that are neither safe nor unsafe. Unknown files have unproven reputation. These files might harm your computer. In the case of an unknown file, Download Insight notifies you that it is unsure of the reputation level of the file. You can use the **View Details** link in the notifications to view more details of the file. For unknown files, Norton AntiVirus lets you decide the action that you want to perform on the file. For example, you can run a file, stop the file from running, or remove the file from your computer.

By default, Download Insight lets you install safe files. For files of unknown reputation levels, Download Insight prompts you to select an action that you want to perform on the file. In case of an unsafe file, Download Insight informs you that Norton AntiVirus has detected the file as a threat and has removed the file.

Based on the reputation details that the Download Insight notifications provide for the files that need attention, you can take an action on the file. The **Download Insight** window provides the various options that let you select an action. The options that appear in the window vary depending on the reputation level of the downloaded file. The following are some of the options that are available in this window:

Run this program	Lets you install the executable program.
Cancel run	Lets you cancel the installation of the executable program.
Remove this file from my system	Lets you remove the file from your computer.

Security History logs details of all events that Download Insight processes and notifies. It also contains information about the safety level of the file and the action that you take on the file, if any. You can view these details in the **Download Insight** category in Security History.

When you turn off Auto-Protect, Norton AntiVirus automatically turns off Download Insight. In this case, your computer is not adequately protected from Internet threats and security risks. Therefore, ensure that you always keep Auto-Protect turned on to protect your computer from security risks.

When Silent Mode is turned on, Norton AntiVirus suppresses the Download Insight notifications.

Turning off or turning on Download Intelligence

Download Insight protects your computer against any unsafe file that you may run or execute after you download it using a supported Web browser. By default, the **Download Intelligence** option is turned on. In this case, Download Insight notifies you about the reputation levels of any executable file that you download. The reputation details that Download Insight provides indicate whether the downloaded file is safe to install.

There may be times when you want to turn off Download Insight. For example, if you want to download an unsafe file. In this case, you must turn off Download Insight so that Norton AntiVirus lets you download the file and does not remove it from your computer.

You can use the **Download Intelligence** option to turn off or turn on Download Insight.

To turn off Download Intelligence

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Download Intelligence**.
4. In the **Download Intelligence** row, move the **On/Off** switch to the right to the **Off** position.
5. In the **Settings** window, click **Apply**.
6. In the **Security Request** dialog box, in the **Select the duration** drop-down list, select how long you want to turn off Download Insight, and then click **OK**.
7. In the **Settings** window, click **Apply**, and then click **OK**.

To turn on Download Intelligence

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Download Intelligence**.
4. In the **Download Intelligence** row, move the **On/Off** switch to the left to the **On** position.
5. In the **Settings** window, click **Apply**, and then click **OK**.

Configuring the Download Insight Notifications option

You can use the **Download Insight Notifications** option to choose when you want Download Insight to display notifications.

By default, the **Download Insight Notifications** option is set to **On**. Based on the type of portal you use to download your file, Norton AntiVirus does one of the following:

- Notifies you each time when you download an executable file.
- Notifies you only when you download a file that is infected with a local virus identification. If the file that you download is infected with a cloud virus identification, Norton AntiVirus removes the file from your computer and notifies you with the threat details.

When the **Download Insight Notifications** option is set to **Risks Only**, Download Insight notifies only when you download an infected or a suspicious executable file.

Setting the **Download Insight Notifications** to **Risks Only** does not turn off analysis of all the other executable files that you download. Whether or not you receive notifications of all files, Security History keeps a record of all the Download Insight activities. You can review the summary of the Download Insight alerts and notifications in Security History.

To configure the Download Insight Notifications option

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Download Intelligence**.
4. Under **Download Intelligence**, in the **Download Insight Notifications** row, do one of the following:
   - To receive Download Insight notifications only for the infected or the suspicious executable files that you download, move the **Download Insight Notifications** switch to the right to the **Risks Only** position.
   - To receive Download Insight notifications for all files that you download, move the **Download Insight Notifications** switch to the left to the **On** position.
5. In the **Settings** window, click **Apply**, and then click **OK**.

Configuring the Show Report on Launch of Files option

The **Show Report on Launch of Files** option lets you specify when and for what type of file you want to be prompted to select a suitable action. For example, you can specify the type of downloaded files for which Download Insight asks you to decide what to do with the file and how frequently these prompts for a suitable action must appear.

You can use the following options to configure **Show Report on Launch of Files**:

Always	When you set the **Show Report on Launch of Files** option to **Always**, Download Insight prompts you for a suitable action in case of safe and unknown files. In this case, the **Download Insight** window appears whenever you try to launch any downloaded file that has a safe or an unknown reputation score. In this window, you can view details about the file and the options that let you select a suitable action for the file. In the case of unsafe files, Norton AntiVirus identifies them as threats and removes them.

Unproven Files Only	When you set the **Show Report on Launch of Files** option to **Unproven Files Only**, Download Insight prompts you to select a suitable action for unknown files only. In this case, the **Download Insight** window appears whenever you try to launch any downloaded file that has an unknown reputation score. In this window, you can view details about the file and the options that let you select a suitable action for the file. By default, the **Show Report on Launch of Files** option is set to **Unproven Files Only**. In this case, Norton AntiVirus allows the execution of the safe files without prompting you for a suitable action. In the case of unsafe files, Norton AntiVirus identifies them as threat and removes them.

Never	When you set the **Show Report on Launch of Files** option to **Never**, Download Insight does not prompt you to select a suitable action for any type of file that you download. In this case, the **Download Insight** window does not appear whenever you try to launch any downloaded file. However, if the **Alert on Poor Stability** option is turned on, Download Insight prompts you to select a suitable action when you try to download an unstable file. In case of unsafe files, Norton AntiVirus identifies them as threat and removes them. The alert messages that you suppress and the activity details can be reviewed at any time in Security History.

To configure the Show Report on Launch of Files option

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Download Intelligence**.

4 Under **Download Intelligence**, in the **Show Report on Launch of Files** row, do one of the following:
   - If you want Download Insight to prompt you for a suitable action in case of safe and unknown files, move the **Show Report on Launch of Files** switch to the **Always** position.
   - If you want Download Insight to prompts you to select a suitable action for unknown files only, move the **Show Report on Launch of Files** switch to the **Unproven Files Only** position.
   - If you do not want Download Insight to prompt you to select a suitable action for any type of file, move the **Show Report on Launch of Files** switch to the **Never** position.
5 In the **Settings** window, click **Apply**, and then click **OK**.

Turning on or turning off Alert on Poor Stability

When you turn on the **Alert on Poor Stability** option, Download Insight prompts you to select a suitable action when you try to download an unstable file.

When you set the **Show Report on Launch of Files** option to **Never**, Download Insight does one of the following:

- Does not prompt you to select a suitable action for any type of file that you download if the **Alert on Poor Stability** option is turned off. The **Download Insight** window does not appear whenever you try to open any downloaded file.
- Prompts you to select a suitable action when you try to download an unstable file if the **Alert on Poor Stability** option is turned on. Norton AntiVirus identifies unsafe files as security threat and removes them.

By default, the **Alert on Poor Stability** option is turned off.

To turn on or turn off Alert on Poor Stability

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Download Intelligence**.
4. Under **Download Intelligence**, in the **Alert on Poor Stability** row, do one of the following:
   - To turn on **Alert on Poor Stability**, move the **On/Off** switch to the left to the **On** position.
   - To turn off **Alert on Poor Stability**, move the **On/Off** switch to the right to the **Off** position.
5. Click **Apply**, and then click **OK**.

About Intrusion Prevention

Intrusion Prevention scans all the network traffic that enters and exits your computer and compares this information against a set of attack signatures. Attack signatures contain the information that identifies an attacker's attempt to exploit a known operating system or program vulnerability. Intrusion Prevention protects your computer against most common Internet attacks.

For more information about the attacks that Intrusion Prevention blocks, go to the following URL:

http://www.symantec.com/business/security_response/attacksignatures

If the information matches an attack signature, Intrusion Prevention automatically discards the packet and breaks the connection with the computer that sent the data. This action protects your computer from being affected in any way.

Intrusion Prevention relies on an extensive list of attack signatures to detect and block suspicious network activity. Norton AntiVirus runs LiveUpdate automatically to keep your list of attack signatures up to date. If you do not use Automatic LiveUpdate, you should manually run LiveUpdate once a week.

Turning off or turning on Intrusion Prevention notifications

You can choose whether you want to receive notifications when Intrusion Prevention blocks suspected attacks. Whether or not you receive notifications, Intrusion Prevention activities are recorded in Security History. The Security History entries include information about the attacking computer and information about the attack.

You can choose whether you want to receive notifications when Intrusion Prevention blocks suspected attacks based on a particular signature.

To turn off or turn on Intrusion Prevention notifications

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Intrusion Prevention**.
4. Under **Intrusion Prevention**, in the **Notifications** row, do one of the following:
   - To turn off notifications, move the **On/Off** switch to the right to the **Off** position.
   - To turn on notifications, move the **On/Off** switch to the left to the **On** position.
5. In the **Settings** window, click **Apply**.
6. Click **OK**.

To turn off or turn on an individual Intrusion Prevention notification

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Intrusion Prevention**.
4. Under **Intrusion Prevention**, in the **Intrusion Signatures** row, click **Configure**.
5. In the **Intrusion Signatures** window, click an attack signature, and then click **Properties**.

6 In the **Signature Properties** window, uncheck or check **Notify me when this signature is detected**.
7 Click **OK**.
8 In the **Intrusion Signatures** window, click **OK**.

Excluding or including attack signatures in monitoring

In some cases, benign network activity may appear similar to an attack signature. You may receive repeated notifications about possible attacks. If you know that the attacks that trigger these notifications are safe, you can create exclusion for the attack signature that matches the benign activity.

Each exclusion that you create leaves your computer vulnerable to attacks.

If you have excluded the attack signatures that you want to monitor again, you can include them in the list of active signatures.

To exclude attack signatures from being monitored

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click the **Network** tab.
3 In the left pane, click **Intrusion Prevention**.
4 Under **Intrusion Prevention**, in the **Intrusion Signatures** row, click **Configure**.
5 In the **Intrusion Signatures** window, uncheck the attack signatures that you want to exclude.
6 Click **OK**.

To include the attack signatures that were previously excluded

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click the **Network** tab.
3 In the left pane, click **Intrusion Prevention.**
4 Under **Intrusion Prevention**, in the **Intrusion Signatures** row, click **Configure**.

5 In the **Intrusion Signatures** window, check the attack signatures that you want to include.

6 Click **OK**.

Turning off or turning on AutoBlock

When an attack is detected from a computer, the attack is automatically blocked to ensure that your computer is safe. If a different attack signature is detected from the same computer, Norton AntiVirus activates AutoBlock. The AutoBlock feature blocks all traffic between your computer and the attacking computer for a specific time period. During this period, AutoBlock also blocks the traffic that does not match an attack signature.



You can specify the period for which you want Norton AntiVirus to block the connections from attacking computers. By default Norton AntiVirus blocks all traffic between your computer and the attacking computer for a period of 30 minutes.

AutoBlock stops traffic between your computer and a specific computer. If you want to stop all traffic to and from your computer, you can use the **Block All Network Traffic** option.

If AutoBlock blocks a computer or computers that you need to access, you can turn off AutoBlock.

To turn off or turn on AutoBlock

1 In the Norton AntiVirus main window, click **Settings**.

2 In the **Settings** window, click the **Network** tab.

3 In the left pane, click **Intrusion Prevention**.

4 Under **Intrusion Prevention**, in the **Intrusion AutoBlock** row, click **Configure**.

5 In the **Intrusion AutoBlock** window, under **AutoBlock**, do one of the following:
   - To turn off Intrusion AutoBlock, click **Off**.
   - To turn on Intrusion AutoBlock, click **On (Recommended)**, and then in the **AutoBlock attacking computers for** drop-down list, select how long you want to turn on AutoBlock.
6 Click **OK**.

Unblocking AutoBlocked computers

In some cases, benign network activity can appear to be similar to an attack and AutoBlock blocks the network activity automatically to ensure that your computer is safe. The list of computers that AutoBlock has currently blocked may include the computer that you should be able to communicate with.

If a computer that you need to access appears on the list of blocked computers, you can unblock it. You may want to reset your AutoBlock list if you have changed your protection settings. To reset the AutoBlock list, you can unblock all of the computers that are on the list at one time.

To unblock AutoBlocked computers

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click the **Network** tab.
3 In the left pane, click **Intrusion Prevention**.
4 Under **Intrusion Prevention**, in the **Intrusion AutoBlock** row, click **Configure**.
5 In the **Intrusion AutoBlock** window, under **Computers currently blocked by AutoBlock**, do one of the following:
   - To unblock one computer, select its IP address, and then click **Unblock**.
6 Click **OK**.

About Vulnerability Protection

Vulnerability Protection is a component of Intrusion Prevention System. Vulnerability Protection provides information about the susceptibility of the programs that may be on your computer against malicious attacks. It also provides information about the known attacks that they are protected from.

Vulnerabilities are flaws in your programs or your operating system that can create weaknesses in overall security of your system. Improper computer configurations or security configurations also create vulnerabilities. External attackers exploit these vulnerabilities and perform malicious actions on your computer. Examples of such malicious attacks are active desktop monitoring, keylogging, and hacking. Such attacks can slow down the performance of your computer, cause program failure, or expose your personal data and confidential information to the hackers.

Norton AntiVirus provides signature-based solutions to protect your computer from the most common Internet attacks. Attack signatures contain the information that identifies an attacker's attempt to exploit a known vulnerability in your operating system or the programs that are installed on your computer. The Intrusion Prevention feature of Norton AntiVirus uses an extensive list of attack signatures to detect and block suspicious network activity.

Vulnerability Protection lets you view the correlation between the vulnerabilities that your computer is protected against and the programs that may contain these vulnerabilities. For example, if Internet Explorer does not handle certain HTTP responses, it can result in a vulnerability that can be exploited. In this case, Vulnerability Protection lists Internet Explorer as a vulnerable program. It also provides details about the signatures that Intrusion Prevention uses to detect any attempt to exploit this vulnerability.

Viewing the list of vulnerable programs

The **Vulnerability Protection** window lets you view the extensive list of programs with the known vulnerabilities that Norton AntiVirus protects you against.

For each program, you can view details such as the name of the program, its vendor, and the number of vulnerabilities that the program contains. You can also view more details about the vulnerabilities by clicking on the program name.

To view the list of vulnerable programs

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the **Network Protection** pane, click **Vulnerability Protection**.
3. In the **Vulnerability Protection** window, view the list of vulnerable applications.
4. After you finish viewing the list, click **Close**.

Viewing details about a vulnerable application

The **Vulnerability Protection** window displays the list of the programs on your computer that are susceptible to malicious attacks. In addition, you can view details of the vulnerabilities that a program contains. The **Program Vulnerability Details** window displays the names of the attack signatures that Intrusion Prevention uses to detect any attempts to exploit the vulnerabilities in the program.

You can click an attack signature to get additional information about the signature in the Symantec Security Response Web site.

The **Intrusion Signatures** window of **Intrusion Prevention** lets you view a list of attack signatures. Intrusion Prevention relies on this list of attack signatures to detect and block suspicious activity. You can uncheck a signature from the list, if you do not want Norton AntiVirus to monitor the signature. The

Program Vulnerability Details list does not include any signature that you disable in the **Intrusion Signatures** window. By default, all the signatures in the **Intrusion Signatures** window are turned on. Unless you have a good reason to disable a signature, you should leave the signatures turned on. If you disable a signature, your computer may be vulnerable to attack.

To view details about a vulnerable application

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the **Network Protection** pane, click **Vulnerability Protection**.
3. In the **Vulnerability Protection** window, in the **Program** column, click the program name for which you want to view the details.
4. In the **Program Vulnerability Details** window, view the signature details of the program.
5. If you want to view additional information about the signature, then click the signature name.
6. After you finish viewing the vulnerability details, in the **Program Vulnerability Details** window, click **Close**.
7. In the **Vulnerability Protection** window, click **Close**.

About the types of security risks

Security risks, such as spyware and adware, can compromise your personal information and privacy. Spyware and adware programs are closely related. In some cases, their functionalities might overlap; but while they both collect information about you, the types of information that they collect can differ.

Spyware programs might put you at risk for identity theft or fraud. These programs might log your keystrokes, capture your email and instant messaging traffic. These programs also steal sensitive personal information such as passwords, login IDs, or credit

card numbers. These programs can then send your compromised data to other people.

Adware displays advertisements on your computer and collects information about your Web browsing habits. It then gives this data to companies that can send you advertisements based on these preferences.

Tracking cookies are the small files that programs can place on your computer to track your computing activities. Tracking cookies can then report that information back to a third party.

Some programs rely on other programs that are classified as security risks to function. For example, a shareware or freeware program that you download might use adware to keep its price low. In this case, you might want to allow the security risk program to remain on your computer. Also, you might need to restore the security risk program if Spyware Protection has removed it.

Norton AntiVirus allows joke programs and other low-risk items to be installed on your computer by default. You can change your settings in the **Settings** window so that Norton AntiVirus detects these security risks.

Checking Antispyware settings

While the default settings provide maximum protection from spyware, adware and other security risks, these settings are customizable.

To check Antispyware settings

1. In the Norton AntiVirus main window, click **Settings**.
2. Under **Real Time Protection**, in the **Antispyware** row, click **Configure**.
3. In the **Antispyware** window, check the category of security risks that you want Antispyware to detect.
4. Click **OK**.

About configuring POP3 and SMTP ports

Norton AntiVirus automatically configures your email program to protect it from viruses and other security threats. Norton AntiVirus supports all email accounts that use non-SSL POP3 and SMTP communication protocols. Norton AntiVirus also scans all incoming and outgoing email messages.

Norton AntiVirus lets you manually configure your POP3 and SMTP email ports for email protection. Typically, your Internet service provider (ISP) provides you the port numbers for your email program. If the SMTP and POP3 port numbers for your email program are different from the default port numbers, you must configure Norton AntiVirus.

To ensure email protection, Symantec recommends that you check the POP3 and SMTP port numbers for your email program. If they are not the default ports, add them to the **Protected Ports** window. To configure the **Protected Ports Settings** option, go to the Norton AntiVirus main window, and then click **Settings > Network > Message Protection > Protected Port Settings > Configure**.

If you do not want Norton AntiVirus to protect a port, you can remove the port from the **Protected Ports** window.

You cannot remove the default SMTP port 25 and POP3 port 110. Norton AntiVirus automatically protects these default ports.

Adding POP3 and SMTP ports to Protected Ports

Norton AntiVirus supports all email programs that use POP3 and SMTP communication protocols with default ports. However, if your email program is not configured with the default ports, you can manually configure your POP3 and SMTP email ports.

To ensure email protection, the POP3 and SMTP port numbers must be protected. If the POP3 and SMTP port

numbers are not the default ports, Symantec recommends that you add the port numbers to the **Protected Ports** window.

To add POP3 and SMTP ports to Protected Ports

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Message Protection**.
4. In the **Protected Ports Settings** row, click **Configure**.
5. In the **Protected Ports** window, click **Add**.
6. In the **Add Port to protect** window, in the **Port Type** drop-down list, do one of the following:
   - To add the incoming email port, click **POP3**.
   - To add the outgoing email port, click **SMTP**.
7. In the **Port** box, type the port number.
   The port number must be between 1 and 65535.
8. Click **OK**.
9. In the **Protected Ports** window, click **Apply**, and then click **OK**.
10. In the **Settings** window, click **OK**.

Removing an email port from Protected Ports

If you do not want Norton AntiVirus to protect a port, you can remove the port from the **Protected Ports** window.

Norton AntiVirus automatically protects the default SMTP port 25 and the default POP3 port 110. You cannot remove these default ports.

To remove an email port from Protected Ports

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Message Protection**.

4 In the **Protected Ports Settings** row, click **Configure**.
5 In the **Protected Ports** window, click the port that you want to remove, and then click **Remove**.
6 Click **Apply** and then click **OK**.
7 In the **Settings** window, click **OK**.

About the Network Security Map

A home network typically consists of the computers and other devices that share your Internet connection. The Network Security Map helps you view and manage your network.

After you configure Network Security Map, Norton AntiVirus automatically detects the devices that are connected to your network and lists them in the Network Security Map. You can view devices and customize the Network Security Map to remotely monitor the computers on which a Norton product is installed.



Ensure that the computers that you want to remotely monitor have a version of a Norton product that supports Remote Monitoring.

You can monitor the following items in the Network Security Map:

- Security status of the computers that are connected to the network
- Status of the protection features of the computers that are connected to the network
- Subscription status and Norton product version of the computers that are connected to your network
- Status of your wireless network connection
- Connection status of the devices that are on the network
- The known, unknown, or intruder devices that are on your network

You can also modify details about a computer or device that is connected to your network.

Turning off or turning on Network Security Overview

The **Network Security Overview** window provides a brief summary about the following features:

- Wireless Security
- Remote Monitoring
- Network Map
- Trust Controls

You can click each of the features and read the summary to learn more about using Network Security Map to manage your home network. By default, the **Network Security Overview** window appears each time you open **Network Security Map**.

If you do not want to view the **Network Security Overview** window, you can turn it off. Turning off the **Network Security Overview** window does not affect the performance or security of your computer.



You can also turn off the **Network Security Overview** window if you check **Do not show this again** option that is available at the bottom of the **Network Security Overview** window.

To turn off Network Security Overview

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Network Security Settings**.
4. In the **Welcome Screen** row, move the **On/Off** switch to the right to the **Off** position.
5. Click **Apply**.
6. Click **OK**.

To turn on Network Security Overview

1. In the Norton AntiVirus main window, click **Settings**.

2 In the **Settings** window, click the **Network** tab.
3 In the left pane, click **Network Security Settings**.
4 In the **Welcome Screen** row, move the **On/Off** switch to the left to the **On** position.
5 Click **Apply**.
6 Click **OK**.

Viewing devices on the Network Security Map

The **Network Security Map** window provides a pictorial representation of the devices on the network to which your computer is connected. You can view the details of each device, such as device name, security status, and IP address.

The **Network Security Map** window also provides the security status of the following computers:

- The computer on which you view the remote monitoring status (MY PC)
- The computers that are remotely monitored

Norton AntiVirus displays devices in the following order:

- MY PC
- Devices with online connection status
- Devices with offline connection status

When you connect a new device to your network, Norton AntiVirus automatically refreshes the **Network Security Map** window and displays the device.

Norton AntiVirus requires you to configure the Symantec Security Driver to open the Network Security Map. You cannot install the Symantec Security Driver when you run LiveUpdate. You can either allow the Norton LiveUpdate to complete or close the Norton LiveUpdate session before you install the Symantec Security Driver.

To view devices on the Network Security Map

1. In the Norton AntiVirus main window, click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.
3. If the **Product Configuration** panel appears, click **Continue**.
   The **Product Configuration** panel appears when you click **Network Security Map** for the first time. The **Product Configuration** panel helps you install Symantec Security Driver that is required to view the **Network Security Map** window. The process of installation of the Symantec Security Driver disrupts your network connection temporarily.
4. If the **Network Security Overview** window appears, click **OK**.
   The **Network Security Overview** window lets you view the summary of features of the Network Security Map. The **Network Security Overview** window appears in the following instances:
   - When you open the **Network Security Map** window for the first time
   - When you turn on **Welcome Screen** under **Network Security Map** in the **Settings** window

   If you do not want to view the **Network Security Overview** window in the future, check **Do not show this again** before you click **OK**.
5. In the **Network Details** drop-down list, select the network that lists the device for which you want to see the details.

To view the details of a device on the Network Security Map

❖ In the **Network Security Map** window, click a device icon.
You can use the scroll arrows to view the devices that are listed in the network map.
The device details section that is located below the network map displays the following details:

Device Name	Shows the name of the device For a computer, the Network Security Map displays the NetBIOS name by default. However, the Network Security Map displays the name of the device as NEW if it meets the following conditions: ▪ The device does not have a NetBIOS name ▪ The device has a firewall that is enabled You can change the device name in the **Edit Device Details** window.
Adapter Manufacturer	Shows the name of the network adapter manufacturer of the device The adapter manufacturer's name is based on the physical address (also known as Media Control Access address or MAC address) of the device.

Category	Shows the category to which the device belongs The device category icon provides details on the connection status and security status. Norton AntiVirus labels all unknown devices as NEW and sets the category as GENERIC DEVICE. This category may include computer-related devices, such as printers, media devices, and game consoles. You can change the device category in the **Edit Device Details** window.
Security Status	Shows how well your computer is protected from threats, risks, and damage The security status appears only for **MY PC** and the computers that are remotely monitored.
Remote Monitoring	Shows the connection status of Remote Monitoring The statuses are: ON OFF You can turn off Remote Monitoring for an individual computer or for all the computers that you remotely monitor.

Connection	Shows the status of the connection The statuses are: ▪ **ONLINE** ▪ **OFFLINE**
Physical Address	Shows the physical address (also known as the Media Access Control address or MAC address) of the computer or device
IP Address	Shows the IP address of the computer or device If you change the IP address of a device, the updated IP address appears in the **Network Security Map** window when you refresh the list.

Setting up Remote Monitoring

You can set up Remote Monitoring by allowing computers on your network to communicate with your computer.

Ensure that the computers that you want to remotely monitor have a version of a Norton product that supports Remote Monitoring.

Norton AntiVirus requires a Passkey to set up Remote Monitoring. You must type the same Passkey for all the computers that you want to remotely monitor.

After you set up Remote Monitoring, you can connect any computer to your network and enter the same Passkey. Norton AntiVirus automatically identifies the computer and connects it to the Network Security Map.

To set up Remote Monitoring

1. In the Norton AntiVirus main window, click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.
3. On the left side of the **Network Security Map** window, under **Remote Monitoring**, click **Setup**.
4. In the **Remote Monitoring Setup** window, type a Passkey.
   The Passkey should be between 6 and 20 characters in length. The Passkey is case sensitive.
5. Under **Choose the default mode for Computer Discovery**, select one of the following options:

Computer Discovery always on	Lets your computer always discover other computers that are connected to the network
Computer Discovery on only when Network Security Map screen is displayed	Lets your computer discover other computers that are connected to the network when the **Network Security Map** window is open

6. Click **OK**.
7. Set up Remote Monitoring for all other computers that you want to monitor remotely.

Turning off Remote Monitoring

When you turn off Remote Monitoring, you stop remote monitoring of the computers that are connected to your network.

You can turn off Remote Monitoring for the following:

- All of the computers that you remotely monitor
- An individual computer that you remotely monitor

You can turn off Remote Monitoring only after you complete the Remote Monitoring Setup process.

To turn off Remote Monitoring for all computers

1. In the Norton AntiVirus main window, Click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.
3. On the left side of the **Network Security Map** window, under **Remote Monitoring**, click **Disable**.
4. In the confirmation dialog box, click **Yes**.

To turn off Remote Monitoring for an individual computer

1. In the Norton AntiVirus main window, click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.
3. In the **Network Security Map** window, in the network map, click the computer for which you want to disable Remote Monitoring.
4. In the device details area, next to **Remote Monitoring**, click **Disable**.
5. In the confirmation dialog box, click **Yes**.

Adding a device to the Network Security Map

You can manually add a computer or device to the Network Security Map.

You can add the following details when you add a device:

- The name or description
- The IP address or physical address

The Network Security Map finds any computers that are connected to your network. However, you can add the computers and the devices that are currently not connected.

Norton AntiVirus adds to the Trust Control network all the devices that you manually add to Network Security Map. You can select the Trust Control network in the **Network Details** drop-down list to view the devices that you added. You can also edit the name of the device.

You cannot edit the Trust Control network details.

To add a device to the Network Security Map

1. In the Norton AntiVirus main window, click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.
3. On the left side of the **Network Security Map** window, under **Total in Network**, click the plus symbol.
4. In the **Add a Device** window, in the **Name** box, type the name of the device that you want to add to the Network Security Map.
   The maximum character length of the device name is 15 characters.
5. In the **IP or Physical Address** box, type the IP address or physical address of the device that you want to add to the Network Security Map.
   You can use the following formats in the **IP or Physical Address** box:

IPv4 address	172.16.0.0
IPv6 address	fe80::12ac:fe44:192a:14cc
Physical address	11-22-c3-5a-fe-a4
Resolvable host	ftp.myfiles.com

   The address that you provide is not verified until the device is physically found on the network.
6. Click **Add Device**.

Finding a computer's IP address

You can find a computer's IP address in various ways. On Windows 2000/XP, Windows Vista, Windows 7, and Windows 8 computers, you can use the `ipconfig` command to find the IP address of a computer.

The `ipconfig` command reports the IP address of its local computer only. You must run this program on the computer that you want to identify.

To find the IP address by using ipconfig on Windows 2000/XP

1. On the computer you want to identify, on the Windows taskbar, click **Start > Run**.
2. In the **Run** dialog box, type `cmd`.
3. Click **OK**.
4. At the command prompt, type `ipconfig`, and then press **Enter**.
5. Write down the IP address.

To find the IP address by using ipconfig on Windows Vista

1. On the computer you want to identify, on the Windows taskbar, click **Start**.
2. In the **Start Search** text box, type `cmd`, and then press **Enter** on your keyboard.
3. At the command prompt, type `ipconfig`, and then press **Enter**.
4. Write down the IP address.

To find the IP address by using ipconfig on Windows 7

1. On the computer you want to identify, on the Windows taskbar, click **Start**.
2. In the **Search programs and files** text box, type `cmd`, and then press **Enter** on your keyboard.
3. At the command prompt, type `ipconfig`, and then press **Enter**.
4. Write down the IP address.

To find the IP address by using ipconfig on Windows 8

1. On the **Apps** screen, under **Windows System**, click **Command Prompt**.
2. At the command prompt, type `ipconfig`, and then press **Enter**.
3. Write down the IP address.

Editing device details

You can change the name and category of a device that is available on the Network Security Map. You can select the categories such as Generic Device, Laptop, Media Device, or Game Console.

You cannot change the category of the device that you added manually. By default, Norton AntiVirus displays the category of the manually added device as **USER DEFINED**.

The **Network Security Map** window displays different icons, depending on the category that you select. Icons help you identify the devices that are listed in the network map.

To edit the details of the device that is on your network

1. In the Norton AntiVirus main window, click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.
3. In the **Network Security Map** window, in the network map, click a device icon.
4. In the device details section, next to **Device Name**, click **Edit**.
5. In the **Edit Device Details** window, in the **Name** box, type a new name.
   The maximum character length of the device name is 15 characters.

6 In the **Category** drop-down list, click one of the following device categories:
- **GENERIC DEVICE**
- **DESKTOP PC**
- **LAPTOP**
- **SERVER PC**
- **NETWORK PRINTER**
- **ROUTER/SWITCH**
- **CABLE/DSL MODEM**
- **MEDIA DEVICE**
- **GAME CONSOLE**
- **PDA/MOBILE PHONE**
- **NETWORK STORAGE DEVICE**
- **WEB CAMERA**
- **TABLET**
- **MUSIC PLAYER**
- **TV**

7 Click **OK**.

To edit the name of the device that you added manually

1 In the Norton AntiVirus main window, click **Advanced**.
2 Under **Network Protection**, click **Network Security Map**.
3 In the **Network Security Map** window, in the **Network Details** drop-down list, click **Trust Control**.
4 In the network map, select a device that you added.
5 In the device details area, next to **Device Name**, click **Edit**.
6 In the **Edit Device Details** dialog box, in the **Name** box, type a new name.
7 Click **OK**.

Editing network details

You can view the details and change the name of your network in the **Edit Network Details** window.

You cannot edit the Trust Control network details.

To edit network details

1. In the Norton AntiVirus main window, click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.
3. In the **Network Security Map** window, on the right side of **Network Details**, click **Edit**.
4. In the **Edit Network Details** dialog box, in the **Network Name** box, type a new name.
5. Click **OK**.

Removing devices from the Network Security Map

The **Network Security Map** window lists the devices that are connected to your network. You can remove a device or a computer from the Network Security Map. You can purge all devices from the network map and create a new list of devices. For example, you can purge all the devices that were present in your previous network before you connect to a new network. Ensure that you disable Remote Monitoring before you purge the network map. Norton AntiVirus cannot purge the network map when the Remote Monitoring is turned on. Also, ensure that you close the **Network Security Map** window before you purge the network map. You cannot purge the network map when the **Network Security Map** window is open.

When you remove an individual device, the online devices appear again the next time you open the Network Security Map. However, Norton AntiVirus permanently removes the offline devices.

To remove an individual device

1. In the Norton AntiVirus main window, click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.
3. In the **Network Security Map** window, do one of the following:
   - To remove a device that is on your network, in the network map, click the device.
   - To remove a device that you manually added, in the **Network Details** drop-down list, select **Trust Control**, and then click the device.
4. On the left side of the **Network Security Map** window, under **Total in Network**, click the minus symbol.
5. In the confirmation dialog box, click **Yes**.

To purge the Network Security Map

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **Network** tab.
3. In the left pane, click **Network Security Settings**.
4. In the **Network Security Map** row, click **Purge**.
5. In the confirmation dialog box, click **Yes**.

Viewing the status of your wireless network

You can view the status of your wireless network in the **Network Security Map** window. The Network Security Map displays the status of your wireless network as secure or not secure. A secure network requires a strong wireless encryption. If your wireless network is not secure, you can turn on encryption on your wireless router.

For more information on how to secure your wireless network, on the left side of the **Network Security Map** window, click the **Why is it not secure** link. Follow the instructions.

You should only trust a wireless connection that is secure. Trusting a wireless connection that is not secure puts all of the devices on your network at risk.

To view the status of your wireless network

1. In the Norton AntiVirus main window, click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.
3. On the left side of the **Network Security Map** window, view the status of your wireless network. Your wireless network statuses are:

Wireless Network Secure	Indicates that your wireless network is secure.
Wireless Network Not Secure	Indicates that your wireless network is not secure.

Viewing the device details

The Network Security Map lets you view the details of your computer. You can view the following details:

- The configuration status of your protection features, such as Auto-Protect, Intrusion Prevention, and Email Scanning
- The configuration status of your definition updates, such as Automatic LiveUpdate and Pulse Updates
- The version number of your Norton product
- The subscription status of your Norton product

To view the device details

1. In the Norton AntiVirus main window, click **Advanced**.
2. Under **Network Protection**, click **Network Security Map**.

3 In the **Network Security Map** window, in the network map, click the device for which you want to see the details.
You can view the details of only the computers that you remotely monitor.
4 In the device details section, next to **Category**, click **Details**.
5 In the **Device Details** window, view the details of the device.
6 Click **Close**.

Modifying the communication port for Network Security Map

The Network Security Map settings let you configure the communication port number that Norton products use to communicate with each other over a network. By default, Norton products use 31077 as the communication port number.

If you change the communication port number of your Norton product, you must change it on every computer that is connected to your home network. In addition, when you find more computers that use the **Remote Monitoring Setup** process, ensure that the same port number is used on every computer.

Though you can modify the communication port number, it is recommended that you do not change this port number. If you change the communication port number, you must use a port number in the range of 1-65535.

To modify the communication port for Network Security Map

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click the **Network** tab.

3 In the **Communication Port** box, type a new communication port number.
You must use the same port number for each of the device that is connected to your **Network Security Map**.
4 Click **Apply**.
5 Click **OK**.

About Network Cost Awareness

The Network Cost Awareness feature lets you set up policies to restrict the Internet usage of Norton AntiVirus. You can define the amount of network bandwidth that Norton AntiVirus can use.

You can choose a communication policy that suits your Internet connection. If you have unlimited Internet plan, you can set up **No Limit** policy so that Norton AntiVirus connects to Symantec servers to ensure complete protection. However, if you think that Norton AntiVirus uses too much of your Internet connection, you can restrict the Internet usage of Norton AntiVirus. Network Cost Awareness helps you manage the Internet usage of Norton AntiVirus.

To connect to the Internet, Norton AntiVirus accesses the gateway through a network connection. The connecting device can be a 3G phone, an Internet data card, or a wireless network card. Network Cost Awareness lets you set up a policy for each network connection that Norton AntiVirus uses to connect to the Internet.

You can set up one of the following policies for each of the network connection that Norton AntiVirus uses to connect to the Internet:

- **Auto**
  Allows Norton AntiVirus to receive all product and virus definition updates based on the Windows 8 cost awareness policy. By default, the **Auto** policy

has unlimited Internet connection on LAN and Wi-Fi.



The **Auto** option is available only in Windows 8.

- **No Limit**

  Allows Norton AntiVirus use the network bandwidth that is required to receive all product and virus definition updates. Symantec recommends that you apply this policy. If you do not use Windows 8, the default policy is set to **No Limit**.

- **Economy**

  Allows Norton AntiVirus access the Internet only to receive critical product updates, virus definitions, and web queries needed to protect your device.

- **No Traffic**

  Blocks Norton AntiVirus from connecting to the Internet. If you choose this policy, Norton AntiVirus cannot receive critical virus definitions and program updates, which can lead to potential dangers and virus attacks.

Turning off or turning on Network Cost Awareness

You can set up policies to restrict the Internet usage of Norton AntiVirus. If you do not want to restrict the Internet usage of Norton AntiVirus, you can turn off **Network Cost Awareness**.

If you feel that Norton AntiVirus uses too much network bandwidth, you can turn on **Network Cost Awareness**. Then, you can set up policies to restrict the Internet usage of Norton AntiVirus. Norton AntiVirus connects to the Internet based on the policy that you set up in the **Network Cost Awareness Settings** window. By default, **Network Cost Awareness** is turned on.

To turn off Network Cost Awareness

1 In the Norton AntiVirus main window, click **Settings**.

2 In the **Settings** window, click the **Network** tab.
3 In the left pane, click **Network Security Settings**.
4 In the **Network Cost Awareness** row, move the **On/Off** switch to the right to the **Off** position.
5 Click **Apply**.
6 Click **OK**.

To turn on Network Cost Awareness

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click the **Network** tab.
3 In the left pane, click **Network Security Settings**.
4 In the **Network Cost Awareness** row, move the **On/Off** switch to the left to the **On** position.
5 Click **Apply**.
6 Click **OK**.

Defining the Internet usage of Norton AntiVirus

If you think that Norton AntiVirus uses too much of your network bandwidth, you can restrict the Internet usage of Norton AntiVirus. You can set up policy for each network connection that Norton AntiVirus uses to connect to the Internet.

The **Network Cost Awareness Settings** window lists all the network connections that your computer uses to connect to the Internet. You can view the status of the network connections that are currently in use. The network policy that you set up defines the amount of network bandwidth that Norton AntiVirus can use.

To define the Internet usage of Norton AntiVirus

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click the **Network** tab.
3 In the left pane, click **Network Security Settings**.
4 In the **Network Cost Awareness** row, move the **On/Off** switch to the left to the **On** position.

5 Click **Configure**.
The **Network Cost Awareness Settings** window lists all the network connections that Norton AntiVirus uses to connect to the Internet.

6 Under the **Policy** column, click the drop-down list next to the network connection for which you want to set up a policy.

7 Select one of the following:

- **Auto**

  Allows Norton AntiVirus to receive all product and virus definition updates based on the Windows 8 cost awareness policy. By default, the **Auto** policy has unlimited Internet connection on LAN and Wi-Fi.

  The **Auto** option is available only in Windows 8.

- **No Limit**

  Allows Norton AntiVirus use the network bandwidth that is required to receive all product and virus definition updates. If you do not use Windows 8, the default policy is set to **No Limit**.

- **Economy**

  Allows Norton AntiVirus access the Internet only to receive critical product updates and virus definitions.

  If you have a limited Internet connection, you can select the **Economy** option to ensure protection from critical security threats.

- **No Traffic**

  Blocks Norton AntiVirus from connecting to the Internet. If you choose this policy, Norton AntiVirus cannot receive critical virus definitions and program updates, which can lead to potential dangers and virus attacks.

8 Click **Apply**, and then click **OK**.

9 In the **Settings** window, click **OK**.

Monitoring protection features

6

This chapter includes the following topics:

- About Security History

About Security History

Security History window lets you do the following:

- View the summary of alerts and event messages.
- View the results of scans that are run on your computer.
- View the items that you submitted to Symantec Security Response Web site.
- Manage Quarantine items.
- Monitor the security tasks that your products perform in the background.

Security History lets you monitor the security tasks that your product performs in the background. In addition, the alerts that you receive can be reviewed at any time in Security History. If you cannot review an alert when you receive it, you can review it later in Security History.

The alerts, scan results, and other security items that are related to various product features appear under their respective categories in the **Security History** window. For example, the security items that are related to the Quarantine feature appear under the **Quarantine** category. In addition, the **Security History**

window displays details of each item in the **Details** pane.

Based on their functionalities, Security History broadly organizes all categories into the following groups:

- **All Activity**
- **Protection and Performance**
- **Submissions and Errors**
- **Informational**

By default, the following information categories are available in the **Security History** window:

- **Recent History**
- **Full History**
- **Scan Results**
- **Resolved Security Risks**
- **Unresolved Security Risks**
- **Quarantine**
- **SONAR Activity**
- **Intrusion Prevention**
- **Download Insight**
- **Norton Product Tamper Protection**
- **Performance Alert**
- **Network Cost Awareness**
- **Norton Error Reporting**
- **Email Errors**
- **Norton Community Watch**
- **Silent Mode**
- **LiveUpdate**

You can view the security items based on the category of events that you select and the search string that you provide. Norton AntiVirus restricts the number of search results that appear on each page in the **Security History** window. Therefore, Security History divides the items that are returned for any search criteria and displays them on separate pages. You can use the

pagination scroll at the bottom of the window to navigate to different pages sequentially. In case you want to view a specific page, you can use the **Go to page** option to open the page. The maximum number of items that appear per page is 100.

Based on the security status of an item in an information category, you can take an appropriate action to resolve a risk or a threat. Some of the actions that you can take are **Remove this file**, **Exclude this program**, and **Submit to Symantec**.

Norton AntiVirus also lets you save the security events history. You can view the security event information whenever you want. If you want to analyze the security events for a particular day, you can save the Security History logs for that day. You can later import the file into Security History and analyze the data.

Opening Security History

Security History provides a record of all the activities that Norton AntiVirus performed on your computer.

You can access Security History from the following areas:

- Norton AntiVirus advanced window
- Various alert windows and notifications
- Notification area of the Windows taskbar
- **Threats Detected** section in different **Scan** windows

To open Security History

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the **Computer Protection** pane, click **History**.

Viewing items in Security History

Security History provides a record of all the activities that Norton AntiVirus performed on your computer.

You can view details about all the activities including:

- Security History alerts and event messages
- Results of different scans
- Information that you submitted to Symantec Security Response Web site
- Quarantined items
- Security tasks that Norton AntiVirus performed in the background

Based on their functionalities, all Security History categories appear under the following groups in the **Show** drop-down list:

- **All Activity**
- **Protection and Performance**
- **Submissions and Errors**
- **Informational**

The items that are related to the various product features appear under their respective categories in the **Security History** window. For example, the security items that are related to the Quarantine feature appear under **Quarantine** category in the **Security History** window. In addition, the **Security History** window displays details of each item in the **Details** pane.

To view items in Security History

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the **Computer Protection** pane, click **History**.

3 In **Security History** window, in the **Show** drop-down list, select the category of items that you want to view. Your options are:

Recent History	The **Recent History** view in the **Security History** window displays the alerts that you received during the last seven days. It lists the history of certain recent security events.
Full History	The **Full History** view in the **Security History** window displays the complete Security History.
Scan Results	You can scan your computer to check if any virus, spyware, malware, or security risk has infected your computer. The **Scan Results** view in the **Security History** window displays the details about the scans that are run on your computer.

Resolved Security Risks	The security risks include the suspicious programs that can compromise the security of your computer. The **Resolved Security Risks** view in the **Security History** window displays a list of security risks that Norton AntiVirus has detected and then repaired, quarantined, or removed. The quarantined items are listed in the **Quarantine** view. You can also view the quarantined items in the **Quarantine** view.
Unresolved Security Risks	The security risks include the suspicious programs that can compromise the security of your computer. The **Unresolved Security Risks** view in the **Security History** window displays a list of security risks that Norton AntiVirus was not able to repair, remove, or quarantine. Certain threats require system restart. Logs for such threats can be cleared only after you restart your system.

Quarantine	The Security History Quarantine provides a safe location on your computer where you can isolate items while you decide an action to take on them. The **Quarantine** view in the **Security History** window displays all of the security risks that are isolated in the Security History Quarantine.
SONAR Activity	Symantec Online Network for Advanced Response (SONAR) identifies new threats based on the suspicious behavior of applications. SONAR detects and protects your computer against malicious code even before virus definitions are available through LiveUpdate. The **SONAR Activity** view in the **Security History** window displays details about the security risks that SONAR detects. This category also lists any activity that modifies the configuration or the settings of your computer. The **More Details** option for this category provides details about the resources that this activity affects.

Intrusion Prevention	Intrusion Prevention scans all the network traffic that enters and exits your computer for known threats. The **Intrusion Prevention** view in the **Security History** window displays details about recent Intrusion Prevention activities. The **Security History - Advanced Details** window for this category lets you control whether or not to be notified when Intrusion Prevention detects an **Intrusion Prevention** signature.
Download Insight	Download Insight processes any executable file that you download for analysis of its reputation level. It then informs you about the processing results based on the Download Insight settings. The **Download Insight** view in the **Security History** window displays details of all events that Download Insight processes and notifies. This view also contains information about the actions that you take based on the reputation data of the events.

Norton Product Tamper Protection	Norton Product Tamper Protection lets you protect your Norton product from any attack or modification by unknown, suspicious, or malicious applications. The **Norton Product Tamper Protection** view in the **Security History** window displays details about unauthorized attempts to modify Symantec processes. The tasks that your Symantec product blocks also appear in the list.
Performance Alert	The performance alert feature lets you view, monitor, and analyze the impact of the system activities on your computer. The **Performance Alert** view in the **Security History** window provides details about the impact of the processes that run on your computer. The details include the process name, the resources used, the extent of resource utilization, and the overall impact of the process on your computer. In addition, logs related to performance alerts and the programs that you have excluded from performance alerts also appear in the list.

Network Cost Awareness	Network Cost Awareness lets you set up policies and restrict the Internet usage of Norton AntiVirus. You can define the amount of network bandwidth that Norton AntiVirus can use. The Network Cost Awareness view in the Security History window provides details about the actions that you performed to restrict the Internet usage of Norton AntiVirus.
Norton Error Reporting	Norton AntiVirus may generate errors in some cases. For example, an error can occur when you run LiveUpdate or scan a folder. Engine errors, timeout errors, and program errors are some of the types of errors. The **Norton Error Reporting** view in the **Security History** window displays any error that Norton AntiVirus has generated.

Email Errors	Email errors include any failure that occurs when Norton AntiVirus tries to send, download, or scan an email message that you send or receive. The **Email Errors** view in the Security History displays details about any Email Error alerts that you receive when an Email error occurs. Details include the **Error ID** and the **Error message**. This view also displays information about subject, sender address, and the recipient address that are related to the email message in the alert.
Norton Community Watch	The Norton Community Watch feature lets you submit any suspicious security or suspicious application data to Symantec for analysis. Symantec assesses the data to determine the new threats. The **Norton Community Watch** view in the **Security History** window displays a list of files that you have submitted to Symantec for analysis. Files, at various stages of submission, also appear in the list.

Silent Mode	Silent Mode suppresses alerts and notifications and temporarily suspends most of the background activities. The **Silent Mode** view in the **Security History** window displays the summary of the Silent Mode sessions. The summary includes the following information: ▪ The type of Silent Mode such as Silent Mode or Quiet Mode ▪ The type of program that turns on Silent Mode such as disk burning or TV recording ▪ The name of User-Specified program that turns on Silent Mode ▪ Whether Silent Mode is turned on or turned off
LiveUpdate	LiveUpdate obtains the latest virus definition updates and the program updates to all the Symantec products that you installed on your computer. These updates protect your computer from newly discovered threats. The **LiveUpdate** view in the **Security History** window shows the details of the LiveUpdate activities on your computer. The details include the severity, the status, and the duration of the LiveUpdate sessions on your computer.

4 Click a row to view details for that item.
If you want to view additional information about an item, click the **More Details** option in the **Details** pane or double-click the particular row. You can view the advanced details about the item in the **Security History-Advanced Details** window and take actions as needed. For some categories, the **More Details** option opens the **File Insight** window that displays the details about the selected Security History event. You must use the **Options** link in the **Security History** window to select an action that Norton AntiVirus must perform on any item in these categories. The **Options** link is also available in the **File Insight** window for certain items.

About the Security History - Advanced Details window

The **Security History - Advanced Details** window lets you view more information about the items that you select in the **Show** drop-down list in the **Security History** window. You can also perform any action that is available for the selected item from this window.

The following table lists the categories that provide the advanced details about the Security History items:

Alert Summary	Displays the following information about the item: ▪ **Severity** This category displays the risk level of the selected item. The various levels of security risks are **High**, **Medium**, **Low**, and **Info**. ▪ **Activity** This category displays the activity that was performed by Norton AntiVirus. ▪ **Date & Time** This category displays the date and time of the activity. ▪ **Status** This category displays the status of the action that has been taken on the item. ▪ **Recommended Action** This category displays the actions that you might need to perform.
Advanced Details	Displays the detailed information of the item You can view the details such as category, risk level, risk category, submission date of the risk, risk status, risk description, and recommended actions for the items.

Actions	Displays the actions that are available for the selected item The options in the **Actions** view vary depending on the options that are available in the **Show** drop-down list in the **Security History** window. The following are some of the **Actions** options: **Allow** This action allows the selected program to access the Internet. This option is available in the **Security History - Intrusion Prevention** view. **Stop Notifying Me** This action prevents Norton AntiVirus from notifying you when it blocks the selected attack signature in the future. This option is available in the **Security History - Intrusion Prevention** view. **Notify Me** This action allows Norton AntiVirus to notify you when it blocks the selected attack signature in the future. This option is available in the **Security History - Intrusion Prevention** view.

Risk Management	Displays the links that provide the information that is related to the selected item For some Security History items, this view lets you access the relevant settings pane of the Norton AntiVirus window.

About the File Insight window

The **File Insight** window provides details about any File of Interest that is available on your computer. This option of file analysis is available for the files that you download, scan, or use to perform an activity.

You can access the **File Insight** window in different ways. For example, you can use the various notifications, alerts, scan and performance-related windows, and the shortcut menu of the various files that are present on your computer to open the window. Security History provides a centralized location where you can access the **File Insight** windows of the various events that are related to Security Risks, Download Insight, and Performance.

The File Insight window lets you view more details of events that belong to some of the following categories in the **Security History** window:

Resolved Security Risks	Lets you view the detailed information about the resolved security risks in an organized way. The **Resolved Security Risks** category includes the infected files that Norton AntiVirus repairs, removes, or quarantines. This category mostly includes the medium-level or the high-level risks that are either quarantined or blocked. The **File Insight** window provides details about the risk level, the origin, and the activity report of the resolved security risks on your system.
Unresolved Security Risks	Lets you view the detailed information about the unresolved security risks in an organized way. The **Unresolved Security Risks** category includes the infected files for which Norton AntiVirus was not able to take any action. This category mostly includes the low-level risks that require your attention for a suitable action. The **File Insight** window provides details about the risk level, the origin, and the activity report of the unresolved security risks on your system.

Quarantine	Lets you view the detailed information about quarantined security risks in an organized way. The **Quarantine** category includes the infected files that are isolated from the rest of your computer while they await your attention for a suitable action. The **File Insight** window provides details about the risk level, the origin, and the activity report of quarantined security risks on your system.
Download Insight	Lets you view the reputation details of a file that you download. You can use these details to determine the safety level of the file and then decide the action that you want to perform.
Performance Alert	Lets you view the performance details of any File of Interest that is available on your computer. The information includes the general details, the origin and lineage information, the resource usage, and the actions that the file has performed on your system.

The **File Insight** window provides various details about the Security History item. These details are classified in different tabs in the **File Insight** window.

You can select a tab to view more details about it. The **File Insight** window provides details about a file in the following tabs:

Details	Displays the information such as the confidence level, community usage of a file, how long ago the file was released and how stable the file is. Stability ratings of a file may vary depending upon your operating system. You can view details such as the signature and the date on which the file was created. You can determine if a file is a startup file and the date on which the file was last used.
Origin	Provides the lineage details of a file. You can view the file name and the URL of the source from where the file was downloaded. The lineage details of a file are available only if you downloaded or created the file after you installed Norton AntiVirus. If the historical details of a file are not available, Norton AntiVirus disables this **Origin** section.

Activity	Provides the details about the suspicious actions performed by the file on your computer. It also provides information about the resource usage of a process and the effect of the process on the overall CPU utilization of your computer.

Based on the severity of the security risks and the risk type, Norton AntiVirus might display one or more of the following options in the **File Insight** window:

Locate	Lets you locate the file on your computer. This option is available at the top of the window.
Copy to Clipboard	Lets you copy the data from the **File Insight** window to the clipboard. After you copy the content to the Clipboard, you can open a document, paste the data, and save the document.

Restore	Let you return the security risk that is quarantined to the original location on your computer. Returns the selected Quarantine item to its original location without repairing it and excludes the item from being detected in the future scans. If you do not want to exclude the item from future scans uncheck the check box available in the **Quarantine Restore** window.
Options	Lets you access the **Threat Detected** window and view more details and perform actions.

About the Threat Detected window

The **Threat Detected** window appears whenever Norton AntiVirus detects a security risk on your computer. You can use this window to view details about the risk and select an action for the risk. Sometimes, you may want to access the **Threat Detected** window for the same risk again. In that case, the window can be opened at any time from Security History. Security History is the centralized location where you can access the **Threat Detected** windows of risks that belong to some of the following categories:

Resolved Security Risks	This category includes the security risks or the infected files that Norton AntiVirus has detected and then repaired, quarantined, or removed.

Unresolved Security Risks	This category includes the security risks or the infected files that Norton AntiVirus was not able to repair, remove, or quarantine.
Quarantine	This category includes the security risk items that are isolated from the rest of your computer while they await your attention for a suitable action.

The action options in the **Threat Detected** window for a risk vary depending on the risk type and its severity level. The following are some of the options that are available in this window:

Restore	Returns the security risk that is quarantined to the original location on your computer Returns the selected Quarantine item to its original location without repairing it and excludes the item from being detected in the future scans
Remove this file	Removes the security risk from your computer and quarantines it
Exclude this program	Excludes the security risk from future scan
Remove from history	Removes the selected security risk item from the Security History log

Get help	Takes you to the Symantec Security Response Web site
Submit to Symantec	Sends the security risk to Symantec

Searching in Security History

You can search the items that are listed in Security History. You can use the **Quick Search** option to find items using a keyword or the name of a security risk. If you want to view all of the Security History items that pertain to a particular security risk, you can filter the items using **Quick Search**. For example, if you want to view all of the alerts that Auto-Protect has generated, you can type Auto-Protect and filter the list.

You can clear the search results and return to the current Security History list by clicking the black cross (x) icon in the **Quick Search** box.

The **Quick Search** option works on the current view only. If you want your search to include all of the items in Security History, you must select the **Full History** view.

To search in Security History

1. In the **Security History** window, in the **Quick Search** text box, type the name of the item that you want to search.
2. Click **Go**.

Exporting or Importing Security History information

Norton AntiVirus lets you export the Security History events to a file. You can export and save the Security History events and view them at your leisure.

For example, you can analyze the security events on a particular day. You can use the **Quick Search** option to obtain a list of all of the items that are related to a

particular security risk. You can then use the **Export** option to save the list in the Security History log. You can later import the log file and analyze the data.

Security History stores the information in a separate file. When the file size reaches its maximum size limit, information that is related to new events overwrites the information that is related to older events. You can export the log periodically, if you want to keep the entire Security History information.

You can save your log file in one of the following file formats:

- Security History Log Files (.mcf)

  The .mcf file format is the Security History Log Files format and is proprietary to Symantec.

  When you use this file type option, you can view the file only in the **Security History** window.
- Text Files (.txt)

  The data is saved in a comma-separated text format.

  When you use this file type option, you can open and view the file externally without using Security History.

You can import only the log files that have .mcf file extension. When you import a log file, the exported list of Security History information in the log file appears. This list replaces the current security events list. You can select an option in the **Show** drop-down list to view the option-specific details that are saved in the log file. To revert to the current Security History list you must click the **Close file: *file_name*.mcf** link.

To export Security History information

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the **Computer Protection** pane, click **History**.
3. In the **Security History** window, in the **Show** drop-down list, select an option.
4. Click **Export**.

5 In the **Save As** dialog box that appears, navigate to a location and specify the name for the file.
The category name in the **Show** drop-down list appears as the default file name. You can provide a file name of your choice.

6 In the **Save as type** box, select the format in which you want to save your log file.

7 Click **Save**.

To import Security History information

1 In the Norton AntiVirus main window, click **Advanced**.

2 In the **Computer Protection** pane, click **History**.

3 In the **Security History** window, click **Import**.

4 In the **Open** dialog box that appears, browse to the folder that has the file you want to import.

5 Select the .mcf file and click **Open**.
You can only open log files of .mcf format in the **Security History** window. You can open and view log files of .txt file externally without using Security History.
In the import mode, you cannot make modifications to the information. For example, you cannot clear the logs. You can revert to the current Security History list by closing the file.

Managing items in the Quarantine

The Security History Quarantine provides a safe location on your computer where you can isolate items while you decide on an action to take on them. Quarantined items are isolated from the rest of your computer so that they cannot spread or reinfect your computer. In some cases, you may have an item that you think is infected, but is not identified as a risk by the Norton AntiVirus scans. You can manually place such items in the Quarantine.

You cannot open quarantined items accidentally and spread the virus, but you can evaluate the quarantined items for possible submission to Symantec.

The Security History Quarantine includes the following groups of items:

Security risks	Includes the items such as spyware and adware that are generally low risk and that another program requires to function properly. You can restore these items if necessary.
Security threats	Includes viruses and other high-risk items.

Once an item has been quarantined, you have several options. All of the actions that you take on quarantined items must be performed in the Security History Quarantine.

To open the Quarantine

1. In the Norton AntiVirus main window, click **Advanced**.
2. In the **Computer Protection** pane, click **Quarantine**.

To perform an action on a quarantined item

1. In the **Security History** window, in the **Quarantine** view, select the item on which you want to perform the action.
2. In the **Details** pane, click **Restore & Options**.
   You can use the **More Details** link to view more details about the item before you select an action for it. The link opens the **File Insight** window that contains more information about the risk.

3 In the **Threat Detected** window, select the action that you want to perform. Some of the options are:

Restore	Returns the security risk that is quarantined to the original location on your computer This option is available only for the detected viral threats.
Restore & exclude this file	Returns the selected Quarantine item to its original location without repairing it and excludes the item from being detected in the future scans This option is available for the detected viral and non-viral threats.
Remove from history	Removes the selected item from the Security History log
Submit to Symantec	Sends the selected item to Symantec for evaluation of the security risk In some cases, Norton AntiVirus might not identify an item as a security threat, but you might suspect that the item is infected. In such cases, you can use this option to submit the item to Symantec for further analysis.

You can also navigate to this window by using the **Options** link in the **File Insight** window for some risks.

4 Follow the on-screen instructions.

Adding an item to the Quarantine

Security History Quarantine provides a safe location on your computer in which you can isolate items while you decide on an action to take on each item.

The **Quarantine** view in the **Security History** window displays a list of quarantined items. You can view the name and the risk status of each quarantined item.

You can manually add an item to the Security History Quarantine. You can use the **Add to Quarantine** option in the **Quarantine** view in the **Security History** window to quarantine the items that you suspect are infected. This action has no effect on the items that are already quarantined.

You cannot add a known Good File to Quarantine.

To add an item to the Quarantine

1. In the **Security History** window, in the **Quarantine** view, click **Add to Quarantine**.
2. In the **Manual Quarantine** dialog box, in the **Description** text box, type a short name for the item that you want to add.
   This text appears in the Quarantine, so you should use a recognizable description.
3. Click **Browse**.
4. In the **Select File to Quarantine** dialog box, browse to the item that you want to add, select it, and then click **Open**.
5. Click **Add**.
6. Click **Close**.

Restoring an item from the Quarantine

Some programs rely on other programs that are classified as security risks to function. The program may not function if a particular security file is removed. All of the removed security risks are automatically backed up in the Security History Quarantine. This way, Norton AntiVirus lets you restore any risk to

regain the functionality of a program that requires the risk program to run.

For example, a shareware or freeware program that you download may use adware to keep its price low. In this case, you can allow the security risk program to remain on your computer or restore it if Spyware Protection has removed it.

Some quarantined items are successfully disinfected after Norton AntiVirus rescans them. You can also restore such items.

If you restore an item to a directory other than its original location, it may not function properly. Therefore, it is recommended that you reinstall the program.

To restore an item from the Quarantine

1. In the **Security History** window, in the **Quarantine** view, select the item that you want to restore.
2. In the **Details** pane, click **Restore & Options**.
3. In the **Threat Detected** window, click **Restore & exclude this file**.
   This option returns the selected Quarantine item to its original location without repairing it and excludes the item from being detected in the future scans.
4. In the **Quarantine Restore** window, click **Yes**.
   In case of non-viral threats, you can use the option that is available in this window to exclude the security risk. Norton AntiVirus does not detect the security risks that you exclude in the future scans.
5. In the **Browse for Folder** dialog, select the folder or drive where you want to restore the file and then click **OK**.
6. Click **Close**.

Manually submitting an item to Symantec

When a virus or other risk is detected, it is automatically submitted to Symantec Security

Response Web site for analysis. If you have turned off the option to submit risks automatically, you can manually submit them from the Security History Quarantine. You must have an Internet connection to submit an item.

When you submit files to Symantec automatically or manually, you contribute to the effectiveness of your Symantec product. For example, you can submit an item that has not been detected during scanning that you believe may be a security risk. Symantec Security Response analyzes the file. If it is identified as a security risk, it is added to a future definition update.

Personally identifiable information is never included in submissions.

In some cases it is necessary for Symantec Security Response to block submissions of a particular type or volume. These items appear as **Not Submitted** in Security History.

To manually submit an item to Symantec

1. In the **Security History** window, in the **Quarantine** view, select the item that you want to submit to Symantec.
2. In the **Details** pane, click **Restore & Options**.
3. In the **Threat Detected** window, click **Submit to Symantec**.
4. In the dialog box that appears, click **OK**.

Customizing protection features

7

This chapter includes the following topics:

- Feature summary
- About turning off automatic features
- About customizing settings and options

Feature summary

Use the information in this section to familiarize yourself with the product.

This section includes the following information:

- A list of all of the features in the product
- A brief description of each feature

The feature summary can help you determine which feature to use to solve a problem. Read the feature descriptions to locate the correct component to use.

For more information, select one of the sub-entries for this Help topic.

About virus and security risk protection features

Virus and security risk protection features provide comprehensive virus prevention and security risk detection for your computer. Known viruses are automatically detected and repaired. Instant messenger attachments, email message attachments, Internet

downloads, and other files are scanned for viruses and other potential risks. In addition, the definition updates that Automatic LiveUpdate downloads when your computer is connected to the Internet keeps you prepared for the latest security risks.

Your computer is continually monitored and protected from known and unknown threats by the following features:

Auto-Protect	Checks for viruses and other security risks every time that you run programs on your computer. Auto-Protect options let you customize the protection of your computer. Auto-Protect options are: ▪ Loads into memory when Windows starts, providing constant protection while you work. ▪ Checks for viruses and security risks every time that you use software programs on your computer. It also checks every time when you insert removable media, access the Internet, or use document files. ▪ Monitors your computer for any unusual symptoms that may indicate an active threat.
Automatic LiveUpdate	Notifies you of program updates and downloads definition updates automatically. See "About LiveUpdate" on page 59.

Compressed File Scan	Detects viruses, spyware, and other security risks in compressed files during manual scans. See "What to do if a security risk is found" on page 185.
Email Protection	Protects your computer against the threats that you may receive through email attachments. You can use the **Email Antivirus Scan** option to configure your email program for protection against viruses and other security threats.
Insight Protection	Lets Norton AntiVirus perform an Insight Network scan on your computer The Insight Network scan uses the virus definitions that are available locally and hosted in the Cloud. Norton AntiVirus provides additional protection by using the most recent definitions from the Cloud, apart from the definitions that are available locally on your computer. See "About Insight Network scan" on page 140.

Instant Messenger Scan	Scans for and detects viruses in instant messenger attachments. Scans the instant messenger attachments for the supported instant messenger programs that were on your computer when you installed your product. New instant messenger programs must be configured in **Instant Messenger Scan** window.
Heuristic Protection	Detects the new and the unknown viruses by analyzing an executable file's structure, and behavior. Also, by analyzing other attributes such as programming the logic, computer instructions, and any data that is contained in the file.
Settings Password Protection	Protects Norton AntiVirus Settings from unauthorized changes.
Quick Scan	Checks for the infections that have processes running in memory and the infections that the startup folders and files refer. Automatically runs once LiveUpdate updates your computer with program updates and definition updates. See "Running a Quick Scan" on page 126.

About spyware and other security risk protection features

Spyware and other security risk protection features provide protection against the latest security risks, such as spyware and adware. These features scan for existing risks and blocks new risks before they can be installed on your computer.

Spyware and other security risk protection features include the following:

Auto-Protect Spyware Blocking	Auto-Protect blocks the programs that have been identified as spyware or adware before they can be installed on your computer.
Security risk scan	By default, manual and scheduled scans search for spyware, adware, and other security risks. Auto-Protect scans for these items as well.
Security risk restore	If a scan removes a security risk program that another program relies on for functionality, you can restore the security risk program from Security History.

Security risk assessment	If you are unsure how to handle a program that is classified as a security risk, you can view the security risk assessment. The security risk assessment describes the level of impact that a security risk program has on your computer. You can access the security risk assessment from the **Risk Details** window. This window is available when the scan results require input before it process a security risk program.

About turning off automatic features

Your Symantec product is set by default to provide complete protection for your computer. Many of these settings include the automatic features that provide continuous protection. Under certain circumstances, you might need to turn off an automatic feature to complete a task.

When you have completed the task for which you turned off the automatic feature, make sure that you turn the feature on again.

See "Turning off Auto-Protect temporarily and turning it on again" on page 277.
See "Turning off or turning on Norton Community Watch" on page 278.

Turning off Auto-Protect temporarily and turning it on again

If you have not changed the default option settings, Auto-Protect loads when you start your computer. Auto-Protect also guards against viruses, Trojan horses, worms, and other malicious threats. It checks programs for viruses when programs run and monitors your computer. It also checks the removable media for any activity that might indicate the presence of a virus. When Auto-Protect detects a virus or virus-like activity, it alerts you.

In some cases, Auto-Protect might warn you about a virus-like activity that you know are not the work of a virus. If you perform such an activity and want to avoid the warning, you can turn off Auto-Protect.

If you have set a password for settings, Norton AntiVirus asks you for the password before you can view or change the settings.



When you turn off **Auto-Protect**, **SONAR Protection** and **Download Intelligence** are also turned off.

To turn off Auto-Protect temporarily

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, in the left pane, click **Real Time Protection**.
3. In the **Auto-Protect** row, move the **On/Off** switch to the right to the **Off** position.
4. In the **Settings** window, click **Apply**.

5 In the dialog box that appears, in the **Select the duration** drop-down list, select how long you want to turn off Auto-Protect, and then click **OK**.

To turn on Auto-Protect temporarily

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, in the left pane, click **Real Time Protection**.
3 In the **Auto-Protect** row, move the **On/Off** switch to the left to the **On** position.
4 In the **Settings** window, click **Apply**.

Turning off or turning on Norton Community Watch

You can use the **Norton Community Watch** option to send information about a suspicious file to Symantec for analysis. Symantec assesses the data to determine the new threats and their sources. The Norton features such as Norton Insight and Insight Network use the Symantec assessed information to detect the security threats.



Norton Community Watch collects and submits detailed data about the Norton-specific errors and components only. It does not collect or store any personal information of any user.

You can use Security History to review the information that has been sent to Symantec.

To turn off or turn on Norton Community Watch

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click the **General** tab.
3 In the left pane, click **Other Settings**.

4 In the **Norton Community Watch** row, do one of the following:
   - To turn off Norton Community Watch, move the **On/Off** switch to the right to the **Off** position.
   - To turn on Norton Community Watch, move the **On/Off** switch to the left to the **On** position.
5 In the **Settings** window, click **Apply**.
6 Click **OK**.

About customizing settings and options

The default settings provide complete protection for your computer. However, you may want to adjust the settings to optimize system performance or disable the options that do not apply. You can change the product's settings to fit your work environment.

From non-admin accounts of your computer, you need administrator authentication to change product settings. If you are an administrator, keep in mind that the changes that you make apply to everyone who uses the computer.

For more information, select one of the sub-entries for this Help topic.

Configuring Norton AntiVirus settings

The default Norton AntiVirus settings provide a safe, automatic, and efficient way to protect your computer. If you want to change or customize your protection, you can access most features from the main window.

To configure Norton AntiVirus settings for individual features

1 In the Norton AntiVirus main window, click **Settings**.
2 In the **Settings** window, click any of the settings tab to open it.
3 Move the switch to the desired position.

4. Click **Configure** for the feature that you want to change.
5. In the window that appears, make the necessary changes, and then click **OK**.
6. To apply the default settings in a specific section, click **Use Section Defaults** on the tab.
7. In the **Settings** window, do one of the following:
   - To save your changes and close the **Settings** window, click **OK**.
   - To save your changes without closing the **Settings** window, click **Apply**.
   - To apply the default settings, click **Default All**, and then click **OK** or **Apply**.
8. If **Security Request** dialog box appears, select the duration for how long you want to turn off a feature, and then click **OK**.

To configure Norton AntiVirus Settings

1. In the Norton AntiVirus main window, click **Settings**.

2 In the **Settings** window, configure your settings in the following tabs:

Computer	Lets you configure how you want Norton AntiVirus to scan your computer for viruses and other security threats. You can also configure Norton AntiVirus to obtain regular updates for complete protection of your computer. You can include additional protection to your computer by using the most recent definitions from Cloud during scans. Your options are: ▪ **AntiVirus and SONAR Exclusions** ▪ **Computer Scan** ▪ **Real Time Protection** ▪ **Updates**

Network	Lets you configure how you want Norton AntiVirus to monitor your network activities. You can protect your computer against the threats that you might receive through email attachments, instant messaging program attachments. You can also configure the communication port that Norton products use to communicate with each other. In addition, you can protect your computer against intrusion attempts. Your options are: ▪ **Browser Protection** ▪ **Download Intelligence** ▪ **Intrusion Prevention** ▪ **Message Protection** ▪ **Network Security Settings**

General	Lets you configure the appearance and security of your product. In addition, you can configure how Norton AntiVirus submits risk details to Symantec. You can specify your proxy settings to obtain definition updates. You can also configure Silent Mode, Performance Monitoring, Idle Time Out duration, Monthly Report, and other miscellaneous options. Your options are: **Norton Tasks** **Other Settings** **Performance Monitoring** **Product Security** **Silent Mode Settings**

If you set a password to access the **Settings** window, you must enter the password to view or configure settings even if you are an administrator. Therefore, ensure that you set an easy password. However, if you forget your settings password, you can reset the password in the window that appears when you choose to uninstall Norton AntiVirus. You need not uninstall the product to reset your password. You can use the reset settings password option in the uninstall preference window to reset your password.

About Computer settings

The various options in the **Computer** tab let you configure how you want Norton AntiVirus to scan your computer for viruses and other security threats.

Your options are:

AntiVirus and SONAR Exclusions	**AntiVirus and SONAR Exclusions** options let you specify the items that Norton AntiVirus excludes from its scans. Scans and signatures are some items that you can exclude from scanning. **AntiVirus and SONAR Exclusions** options also let you choose which categories of risks you want Norton AntiVirus to detect. AntiVirus and SONAR Exclusions reduce your level of protection and should be used only if you have a specific need.

Computer Scan	Norton AntiVirus lets you run different types of scans to detect and prevent any virus infection on your computer. You can use the various **Computer Scan** options to select the scan type, file types to scan, and the scan schedule. You can also specify scanning of compressed files and Microsoft Office documents. You can perform a Full System Scan. You can also individually scan drives, folders, or files. The **Computer Scan** options also let you specify scans to detect rootkits, other stealth items, network drives, tracking cookies, and unknown security threats. The **Scan Performance Profiles** option lets you configure a Norton AntiVirus scan based on the digital signature and trust level of the files on your computer. You must configure the Scan Performance Profiles settings before you run a scan or before a scan is scheduled to run. Norton AntiVirus scans your computer according to the configuration that you specified in the Scan Performance Profiles settings.

Real Time Protection	

Real Time Protection option protects your computer by continuously checking for viruses and other security risks.

You can use the **Real Time Protection** options to control the scanning and monitoring of your computer.

Your options are:

- **Antispyware**

  Antispyware protects your computer against the security risks that can compromise your personal information and privacy. **Antispyware** options let you choose which categories of risk you want Norton AntiVirus to detect for manual, email, and instant messenger scanning.
- **Auto-Protect**

  Auto-Protect loads into memory when Windows starts, providing constant protection while you work. Auto-Protect checks for security risks every time that you use software programs on your computer, insert removable media, access the Internet, or use document files. It also monitors your computer for any unusual symptoms that may indicate an active threat.

  You can use the **Auto-Protect** options to customize the protection of your computer.

- **SONAR Protection**

  Symantec Online Network for Advanced Response (SONAR) provides you with real-time protection against threats by proactively detecting unknown security risks on your computer.

  SONAR identifies emerging threats based on the behavior of applications. SONAR Protection is quicker than the traditional signature-based threat detection techniques. SONAR detects and protects you against malicious code even before virus definitions are available through LiveUpdate. You can turn on this option to proactively detect unknown security risks on your computer.

  SONAR provides you the greatest control when low certainty threats are detected.
- **Enable Boot Time Protection**

  Enable Boot Time Protection starts Auto-Protect when you start your computer. It provides enhanced security level from the time your start your computer.

	Early Launch Anti-Malware Protection This feature provides better protection by running all the necessary components of Norton AntiVirus that block malware intrusion when you start your computer. This feature is available only in Windows 8.

Updates	

Norton AntiVirus protects your computer from vulnerabilities through the latest program and definition updates. Definition updates contain the information that lets Norton AntiVirus recognize and alert you to the presence of a specific virus or security threat.

You can use the options in the **Updates** section to obtain the latest virus definitions and keep your computer secure from the latest security threats.

Your options are:

- **Automatic LiveUpdate**

  Automatic LiveUpdate automatically checks for definition updates and program updates to your virus protection when you are connected to the Internet.
- **Pulse Updates**

  In addition to the definition updates that Automatic LiveUpdate downloads, Norton AntiVirus uses streaming technology to download the latest virus definitions. These downloads are called Pulse Updates. The Pulse Updates are lighter and faster, and keep your computer secure from the ongoing threats on the World Wide Web.
- **Automatic Download of New Version**

  Automatically downloads the

	latest available version and prompts you for free installation. To get the latest version, this option must be turned on. This feature may not work in some versions of Norton AntiVirus. **Smart Definitions** Activates the Core Set virus definitions which contain the most important virus definitions that are required for latest security threats as viewed by Symantec. Turning on the **Smart Definitions** option minimizes download time, installation time, and system start time. Therefore, the Core Set results in faster performance of your computer.

	Apply updates only on reboot Lets you choose how the program updates obtained by Automatic LiveUpdate need to be applied to your computer. Certain program updates may require you to restart your computer for the updates to complete. When you turn on this option, program updates that require system restart are automatically applied the next time you restart your system. However, program updates that do not require system restart are applied instantly. By default, this option is turned off. This option is available only in Windows 7 and Windows 8.

About Network settings

The options in the **Network** tab let you configure Norton AntiVirus to monitor your Internet activities.

You can configure Norton AntiVirus to protect your computer against any threat that you may receive through email attachments or instant messenger attachments. You can also use the options in the **Network** tab to protect your computer against intrusion attempts.

Your options are:

Browser Protection	The Browser Protection feature checks for browser vulnerabilities in the following browsers: ▪ Internet Explorer 7.0 and later ▪ Chrome 17.0 and later ▪ Firefox 10.0 and later You must turn on the **Browser Protection** option to enable this feature.
Download Intelligence	Download Intelligence protects your computer against any unsafe file that you download from the supported portals. The Download Intelligence options let you specify whether you want to receive any notifications or alerts when you download or run a file respectively.

Intrusion Prevention	Intrusion Prevention scans all the network traffic to and from your computer and compares this information against a set of attack signatures. Attack signatures contain the information that identifies an attacker's attempt to exploit a known vulnerability in the operating system or in a program. If the information matches an attack signature, Intrusion Prevention blocks the traffic from the suspicious computer. The following are some activities that you can do using the Intrusion Prevention options: ▪ View the list of Intrusion Prevention signatures. ▪ Exclude individual signatures from being monitored. ▪ Specify whether or not you must be notified when Intrusion Prevention signatures are detected. ▪ Activate AutoBlock for a specified duration to block all incoming traffic from a computer that continues to attack your system. ▪ View, restrict, or unblock the list of computers that AutoBlock blocks. ▪ View or unblock the list of computers that AutoBlock blocks. ▪ Determine whether or not you are notified when Intrusion Prevention activities are detected.

Message Protection	

	Email Protection protects your computer against the threats that you may receive through email attachments. You can use the **Email Antivirus Scan** option and the **Protected Ports Settings** option to configure your email program for protection against viruses and other security threats. Email Antivirus Scan protects you from the threats that are sent or received in email attachments. You can use the **Email Antivirus Scan** options to define how Norton AntiVirus should behave when it scans email messages. Based on the options you choose, Norton AntiVirus automatically scans the email messages that you send or receive. **Instant Messenger Scan** option lets you customize the scanning of the files the instant messenger programs receive. You can select the supported instant messenger programs from which you may receive files. Norton AntiVirus scans the files that you receive from the selected instant messenger programs. You can use the **Protected Ports Settings** option to protect the POP3 and SMTP ports that are associated with your email program. Norton AntiVirus automatically protects the

	default SMTP port 25 and the default POP3 port 110. If your email program is not configured with the default ports, you can manually configure Norton AntiVirus to protect your POP3 and SMTP ports.

Network Security Settings	

	The **Network Cost Awareness** option lets you set up policies and restrict the Internet usage of Norton AntiVirus. You can define the amount of network bandwidth that Norton AntiVirus can use. The **Network Security Map** option provides a pictorial representation of the devices on the network to which your computer is connected. You can view the security status of the devices that are connected to the network to which your computer is connected. Network Security Map also lets you configure the communication port that Norton products use to communicate with each other. The **Welcome Screen** option displays the **Network Security Overview** window when you open Network Security Map. The **Proxy Server** option lets you specify the automatic configuration URL, proxy settings, and the authentication details for firewall or proxy server. In case of proxy servers, Norton AntiVirus uses the Network Proxy Settings to connect to the Symantec server and the Internet. The following are also some activities that you can do using the Norton Security Map feature: ▪ View or modify details related to the computers or

	devices that are on your network. ■ Grant or deny permissions to the networked devices to access your computer. ■ Add or Remove any device in the Network Security Map.

About General settings

You can use General settings to schedule your product tasks and configure different Norton AntiVirus settings. You can access the General settings options under the **General** tab in the **Settings** window. You can also configure the security settings of your product from General settings.

By using General settings, you can do the following:

- Schedule your Norton Tasks.
- Configure the General settings of your product.
- Monitor the performance of your system.
- Configure the security settings.
- Customize the Silent Mode settings.

Your options are:

Norton Tasks	

	Lets you configure your Norton Tasks settings. Your options are: **Automatic Resume Delay From Sleep or Hibernation** This option delays the automatic background tasks for a specific duration even if your computer is idle for that period. You can specify Automatic Resume Delay duration for a period of one minute to 20 minutes. By default, the **Automatic Resume Delay From Sleep or Hibernation** option is set to 10 minutes. **Automatic Tasks Delay** Lets you delay the start-up of Norton-specific programs on your computer that run automatically when you turn on your computer. Automatic Tasks Delay does not delay Norton AntiVirus protection. You can specify Automatic Tasks Delay duration for a period of one minute to 20 minutes. The default duration is 20 minutes. **Idle Time Optimizer** Lets you configure Norton AntiVirus to defragment your boot volume or the

	local disk that contains the boot volume when your computer is idle. When the option is turned on, Norton AntiVirus automatically schedules the optimization after you install an application on your computer. Optimization improves the performance of your computer by defragmenting the fragmented parts of the disk. **Idle Time Out** Lets you specify the Idle Time Out duration after Norton AntiVirus identifies your computer as idle. You can specify the Idle Time Out for a period of one minute to 30 minutes. The default duration is 10 minutes. **Norton Task Notification** Lets you configure Norton AntiVirus to show or hide the notifications that appear when automatic Norton Tasks are started.

Other Settings	

	Lets you configure the miscellaneous settings. Your options are: **Power Saving Mode** Lets you save your battery power by suspending the Norton Tasks when your computer is on battery power. By default, this option is turned on. **Monthly Report** Lets you view the Monthly Report for the last 30 days. You can configure the Monthly Report options to remind you to view Monthly Report. **Special Offer Notification** Lets you configure Norton AntiVirus to notify you about special offers on the latest Norton products, add-ons, and other useful information from Symantec. **Insight Protection** Lets Norton AntiVirus to perform an Insight Network scan on your computer. The Insight Network scan uses the virus definitions that are available locally and hosted in the cloud. Norton AntiVirus provides additional protection by using the most recent

	definitions. ■ **Norton Community Watch** Lets you submit selected security and application data to Symantec for analysis. Symantec analyses the data to determine any possible security risks and provides you the useful statistical information about the applications. The **Detailed Error Data Collection** option lets you allow or deny some of the detailed data submissions. These detailed data may vary depending on the Norton-specific errors and components. You can use the **Always**, **Never**, and **Ask Me** options to configure the submissions.

	Remote Management Lets you remotely view your device's security status and fix some security issues by using Norton Management, Norton One, and Norton Studio. Norton Sudio is an app that works on Windows 8. When you turn on **Remote Management**, Norton AntiVirus publishes details such as your subscription status, security status of your device, and other details to the Norton Management, Norton One, and Norton Studio app. These details help you view and fix security issues of your device. You can access these details by using Norton Studio app in Windows 8, or using Norton Management and Norton One from anywhere to manage Norton AntiVirus on your device. By default, this feature is disabled unless you register your Norton AntiVirus with your Norton Account.

Performance Monitoring	

Lets you monitor the performance of your computer.

- **Performance Monitoring**

  When you turn on the **Performance Monitoring** option, Norton AntiVirus monitors the CPU usage and memory usage of your computer. You can also monitor the important system activities that you performed for the last three months in the **Performance** window.

  In addition, Norton AntiVirus notifies you with performance alerts when there is high usage of your system resources by a program or process.

  Your options are:

  - **Performance Alerting**

    Lets you configure Norton AntiVirus to detect and notify you about the increased usage of your computer resources by any program or process.

    Norton AntiVirus notifies you with the details of the program name and resources that the program uses. You can set **Performance Alerting** to the **On**, **Log Only**, or the **Off** mode. The

	Details & Settings link in the notification alert lets you view additional details about the resource consumption by the program in the **File Insight** window. ▪ **Resource Threshold Profile for Alerting** Lets you configure the resource threshold profile for displaying performance alerts. ▪ **Use Low Resource Profile On Battery Power** Lets you configure Norton AntiVirus to change the resource threshold to low profile when your computer runs on battery power.

	▪ **Alert for High-Usage of:** ▪ **CPU** When this option is turned on, Norton AntiVirus detects and notifies you with the details of increased usage of the CPU resource by any program or process. ▪ **Memory** When this option is turned on, Norton AntiVirus detects and notifies you about the increased usage of memory by any program or process. ▪ **Disk** When this option is turned on, Norton AntiVirus detects and notifies you about the increased usage of your disk by any program or process. ▪ **Handles** When this option is turned on, Norton AntiVirus detects and notifies you about the increased usage of handles

	by any program or process. ▪ **Program Exclusions** Lets you select specific programs to exclude from appearing in performance alerts.

Product Security	

	Lets you protect Norton AntiVirus from unauthorized changes. Your options are: **Non-Admins Access to Settings** Lets you access and configure all the options in the **Settings** window from a non-admin user account as well. By default, this option is turned off. You need to log in to your computer as an administrator to turn on this option. You cannot access the **Settings** window if the Settings window is opened in some other user account on your computer. **Norton Product Tamper Protection** Lets you protect your Norton product from an attack or modification by unknown or suspicious applications. **Settings Password Protection** Lets you set up a password to protect Norton AntiVirus settings. It protects the product settings from unauthorized access. If you set a password, you must enter the password each time that you want to view or configure your

	product settings. However, if you forget your settings password, you can reset the password in the window that appears when you choose to uninstall Norton AntiVirus. You do not need to uninstall the product to reset your password. You can use the **reset settings password** option in the uninstall preference window to reset your password.

Silent Mode Settings	

	Lets you turn on or turn off **Silent Mode**. Your options are: ▪ **Silent Mode** When you turn on the **Silent Mode** option, Silent Mode is enabled for a specified duration. Norton AntiVirus suppresses all alerts and suspends the background activities for the duration that you specify. ▪ **Full Screen Detection** When you turn on the **Full Screen Detection** option, Norton AntiVirus automatically detects the applications that are run in full-screen mode and enables Silent Mode. Norton AntiVirus suppresses most of the alerts and suspends the background activities. The only activities that run are those that protect your computer from viruses and other security threats. ▪ **Quiet Mode on Detection of:** ▪ **IMAPI 2.0 Disk Burn** When you use the Media Center application to burn a CD or DVD, Norton AntiVirus detects the activity, and automatically turns on

	Quiet Mode. When Quiet Mode is turned on, Norton AntiVirus suppresses the background activities but continues to display alerts and notifications. ▪ **Media Center TV Recording** When you use the Media Center application to record a TV program, Norton AntiVirus detects the activity, and automatically turns on Quiet Mode. When Quiet Mode is turned on, Norton AntiVirus suppresses the background activities but continues to display alerts and notifications.

	▪ **User-Specified Programs** When you run an application that is listed in the User-Specified Programs list, Norton AntiVirus detects the activity, and automatically turns on Quiet Mode. When Quiet Mode is turned on, Norton AntiVirus suppresses the background activities but continues to display alerts and notifications. You can configure the list of programs for which you want to turn on Quiet Mode.

About Norton Product Tamper Protection

Norton Product Tamper Protection prevents outside programs from making changes to the Norton product. This security feature also prevents Windows System Restore from changing Norton files, which results in the **Restoration Incomplete** message.

Norton Product Tamper Protection protects Norton AntiVirus from an attack or modification by any virus or other unknown threat. You can protect your product from accidental modification or deletion by keeping the **Norton Product Tamper Protection** option turned on.

If you want to temporarily turn off **Norton Product Tamper Protection**, you can turn it off for a specified duration.

You cannot run System Restore on your computer when **Norton Product Tamper Protection** is turned on. You must temporarily turn off **Norton Product Tamper Protection** to run a successful System Restore.

Turning off or turning on Norton Product Tamper Protection

Norton Product Tamper Protection protects the Norton AntiVirus files from an attack or modification by any virus or other unknown threat. You can protect your product from accidental modification or deletion by keeping the **Norton Product Tamper Protection** option turned on.

If you want to temporarily turn off **Norton Product Tamper Protection**, you can turn it off for a specified duration.

You cannot run System Restore on your computer when **Norton Product Tamper Protection** is turned on. You must temporarily turn off **Norton Product Tamper Protection** to run a successful System Restore.

To turn off Norton Product Tamper Protection

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Product Security**.
4. In the **Norton Product Tamper Protection** row, move the **On/Off** switch to the right to the **Off** position.
5. Click **Apply**.
6. In the **Security Request** dialog box, in the **Select the duration** drop-down list, select how long you want to turn off Norton Product Tamper Protection.
7. Click **OK**.
8. In the **Settings** window, click **OK**.

To turn on Norton Product Tamper Protection

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Product Security**.
4. In the **Norton Product Tamper Protection** row, move the **On/Off** switch to the left to the **On** position.
5. Click **Apply**, and then click **OK**.

About securing Norton AntiVirus Settings using a password

You can configure Norton AntiVirus to prevent unauthorized access to your product settings. If you share your computer with others and do not want them to modify your Norton AntiVirus Settings, you can secure Norton AntiVirus Settings using a password. The **Settings Password Protection** option lets you secure your Norton AntiVirus Settings by setting up a password.

By default, **Settings Password Protection** option is turned off. You must turn on the **Settings Password Protection** option to set up a password for your product settings. To use the **Settings Password Protection** option, go to the Norton AntiVirus main window, and then click **Settings >General >Product Security**. The password must be between 8 and 256 characters in length.

After you set up a password for Norton AntiVirus Settings, you must enter the password each time to access or configure your product settings. If you forget your settings password, you can reset the password in the window that appears when you choose to uninstall Norton AntiVirus. You do not need to uninstall the product to reset your password. You can use the **reset settings password** option in the **Select your Uninstall Preference** window to reset your password.

The **reset settings password** option appears in the **Select your Uninstall Preference** window only when the **Settings Password Protection** option is turned on.

You can turn off the **Settings Password Protection** option if you no longer require password protection for your Norton AntiVirus Settings.

Securing your Norton AntiVirus Settings using a password

You can secure your Norton AntiVirus Settings from unauthorized access by setting up a password for your product settings. The Settings Password Protection option lets you secure your Norton AntiVirus Settings using a password.

After you set up a password for Norton AntiVirus settings you must enter the password each time to view or configure your product settings.

By default, the **Settings Password Protection** option is turned off. You must turn on the **Settings Password Protection** option to set up a password for your product settings.

The password must be between 8 and 256 characters in length.

To secure your Norton AntiVirus Settings using a password

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Product Security**.
4. In the **Settings Password Protection** row, move the **On/Off** switch to the left to the **On** position.
5. Do one of the following:
   - In the **Settings Password Protection** row, click **Configure**.
   - In the **Settings** window, click **Apply**.

6 In the dialog box that appears, in the **Password** box, type a password.
7 In the **Confirm Password** box, type the password again.
8 Click **OK**.
9 In the **Settings** window, click **OK**.

Turning off Norton AntiVirus Settings password

You can protect your Norton AntiVirus Settings with a password using the **Settings Password Protection** option. If the **Settings Password Protection** option is turned on, you need to enter the Settings password each time to view or configure your Norton AntiVirus settings. You cannot access the product settings without providing your Settings password.



In case you forget your Settings password, you can reset it using the **reset settings password** option in the **Select Uninstall Preference** window.

You can turn off the **Settings Password Protection** option if you do not require password protection for Norton AntiVirus settings.

To turn off Norton AntiVirus Settings password

1 In the Norton AntiVirus main window, click **Settings**.
2 In the dialog box that appears, in the **Password** box, type your Settings password, and then click **OK**.
3 In the **Settings** window, click the **General** settings tab.
4 In the left pane, click **Product Security**.
5 Click **Apply**, and then click **OK**.

Resetting your Norton AntiVirus Settings password

If you forget your Norton AntiVirus Settings password, you can reset the password. You can reset your Norton AntiVirus Settings password using the **reset settings**

password option in the **Select Uninstall Preference** window.

To access the **Select Uninstall Preference** window, you must choose to uninstall Norton AntiVirus. However, you need not uninstall the product to reset your Settings password.

The **reset settings password** option appears in the **Select Uninstall Preference** window only if the **Settings Password Protection** option is turned on. To use the **Settings Password Protection** option, go to the Norton AntiVirus main window, and then click **Settings >General >Product Security**.

To reset your Norton AntiVirus Settings password

1. On the Windows taskbar, do one of the following:
   - In Windows XP, Windows Vista, or Windows 7, click **Start** > **Control Panel**.
   - In Windows 8, on the **Apps** screen, under **Windows System**, click **Control Panel**.
2. In **Windows Control Panel**, do one of the following:
   - In Windows XP, double-click **Add or Remove Programs**.
   - In Windows Vista, click **Programs and Features**.
   - In Windows 7 or Windows 8, click **Programs** > **Programs and Features**.

     The **Programs** option in Windows 7 or Windows 8 is available when you select the **Category** option in the **View by** drop-down list.
3. In the list of currently installed programs, do one of the following:
   - In Windows XP, click **Norton AntiVirus**, and then click **Change/Remove**.
   - In Windows Vista, Windows 7, or Windows 8, click **Norton AntiVirus**, and then click **Uninstall/Change**.
4. At the bottom of the **Select Your Uninstall Preference** window, click **reset settings password**.

5 In the dialog box that appears, in the **Reset Password Key** box, type the randomly generated key that is displayed against **Reset Password Key**.
6 In the **New Password** box, type the new password.
7 In the **Confirm New Password** box, type the new password again.
8 Click **OK**.

About Remote Management

The Remote Management feature lets you remotely manage Norton AntiVirus using Norton Studio app, Norton Management, and Norton One. It allows Norton AntiVirus to send the product-related details to Norton Management, Norton One, and Norton Studio app. The details that Remote Management publishes help you view and fix some security issues of the device.

By default, this feature is disabled unless you register your Norton AntiVirus with your Norton Account.

Norton Studio is a Metro App and works only on Windows 8. But, you can view the security status and fix security issues of your devices running earlier versions of Windows from Norton Studio app. In this case, you must turn on the **Remote Management** option in your Norton product that is installed on your devices. For example, you have a Norton Studio app and Norton 360 installed on your laptop running Windows 8. You also have Norton Internet Security and Norton AntiVirus installed on your desktops running Windows XP and Vista, respectively. In this case, you can view the security status of all three devices in the Norton Studio app. If any of the device is at risk, you can also fix them from the Norton Studio app.

To use the **Remote Management** feature, you need to register your Norton AntiVirus with your Norton Account. Your device needs to be connected to the Internet to use Remote Management feature. When the **Remote Management** option is turned on, Norton AntiVirus publishes details such as your Norton

AntiVirus subscription status, current security state of your device, and other details to the Norton Management, Norton One, and Norton Studio app. You can access your Norton Studio app in Windows 8, or Norton Management and Norton One from anywhere to view your Norton AntiVirus details and resolve any security issue. When this option is turned off, Norton AntiVirus does not publish any of its details in the Norton Management, Norton One, and Norton Studio app.

By default, the **Remote Management** option is turned off. You can turn on this option if you want to remotely manage Norton AntiVirus on your device.

In the Norton Management, Norton One, and Norton Studio app, you can do the following:

- View the security statistics of Norton AntiVirus for the last 30 days (only in Norton Studio app)

  The activities that are displayed in Norton Studio app may vary depending on the latest version of Norton product that is installed on your devices.

  - Blocked malicious software
  - Blocked intrusions
  - Blocked spam messages
  - Blocked phishing Web sites
  - Blocked Safe Web sites
  - Quarantined items
  - Blocked Firewall threats
  - Total number of known threats
  - Total number of known attacks
  - Total number of known antiphishing sites
  - Timestamp of last full scan
  - Timestamp of last Quick Scan
  - Timestamp when stats were published
- View health states of different components of your device

- Overall product health
- Computer category health
- Network category health
- Web category health

- Fix the following items:
  - Firewall
  - Auto-Protect
  - Scan incoming emails
  - Scan outgoing emails
  - Antispyware
  - Intrusion Prevention
  - SONAR
  - Antiphishing
  - Browser Protection
- Perform the following tasks:
  - Resolve issues
  - Re-key Norton AntiVirus
  - Re-sync license
  - Run LiveUpdate

Turning on or turning off Remote Management

Remote management lets you remotely manage Norton AntiVirus using Norton Management, Norton One, and Norton Studio app. Norton Studio is a Metro App and works only on Windows 8. When you turn on **Remote Management** option, you can view your Norton AntiVirus details and fix some security issues of your device.

By default, this feature is disabled unless you register your Norton AntiVirus with your Norton Account.

When the **Remote Management** option is turned on, Norton AntiVirus sends details related to your Norton product to Norton Management, Norton One, and Norton Studio app. When this option is turned off,

Norton AntiVirus does not publish any of its details in the Norton Management, Norton One, and Norton Studio app.

By default, the **Remote Management** option is turned off.

In some cases, you are prompted to enter your Norton Account password when turning on **Remote Management** option.

To turn on Remote Management

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Other Settings**.
4. In the **Remote Management** row, move the **On/Off** switch to the left to the **On** position.
5. Click **Apply**, and then click **OK**.

To turn off Remote Management

1. In the Norton AntiVirus main window, click **Settings**.
2. In the **Settings** window, click the **General** tab.
3. In the left pane, click **Other Settings**.
4. In the **Remote Management** row, move the **On/Off** switch to the right to the **Off** position.
5. Click **Apply**, and then click **OK**.

Finding additional solutions

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This chapter includes the following topics:

- Finding the version number of your product
- Finding the End-User License Agreement
- About upgrading your product
- About Norton Autofix
- Staying informed about protection issues
- About Support
- About uninstalling

Finding the version number of your product

If you want to upgrade your Norton product or want to reach the customer support for assistance, you must know your product version number. You can find the version number of your product on your computer.

To find the version number of your product

1. In the Norton AntiVirus main window, click **Support**.
2. In the **Support** drop-down menu, move your mouse pointer over **About**.
   You can note the version number of your product in the pop-up that appears.

Finding the End-User License Agreement

End-User License Agreement (EULA) is a legal document that you agree to while installing the product. EULA contains information such as the restriction on sharing or usage of the software, the user rights on the software, and the support information.

You can read the EULA to learn more about the following information:

- The usage policies of Norton AntiVirus.
- The terms and conditions for using Norton AntiVirus.

To find the End-User License Agreement

1. In the Norton AntiVirus main window, click **Support**.
2. In the **Support** drop-down menu, click **User License Agreement**.
3. Read the Norton License Agreement and click **Close**.

About upgrading your product

Norton AntiVirus helps you upgrade your product if you have an active subscription. You can upgrade your current product to the latest version without any cost as long as you have an active subscription with the current product. If a new version of your product is available, Norton AntiVirus lets you download the new version.

The **Automatic Download of New Version** option automatically downloads the latest available version of Norton AntiVirus and prompts you for free installation. To get the latest version of Norton AntiVirus, you need to turn on the **Automatic Download of New Version** option. To turn on the **Automatic Download of New Version** option, go the Norton AntiVirus main window, and then click **Settings**

> Updates > Automatic Download of New Version > On.

If you choose to install the latest version of the product, Norton AntiVirus downloads and seamlessly installs the latest version. Ensure that you have saved all your important data such as pictures and financial records before you install the new version of the product.

If you download and install the latest version of your product, your subscription status remains the same as your previous version of product. For example, you have 200 days of subscription left with your current version of product and you upgrade your product to the latest version. In this case, the subscription status of your upgraded product remains 200 days only.

If a new version is not available, the Web page informs you that no new version is available and your product is up to date. Symantec recommends that you have the latest version of the product, as it contains new and enhanced features for better protection against security threats.

Product upgrade is different from the program updates and the definition updates that are minor improvements to your installed product. The main differences are as follows:

- Product upgrade lets you download and install a new version of the entire product.
- Definition updates are the files that keep your Symantec products up to date with the latest antithreat technology.
- Program updates are enhancements to Norton AntiVirus that Symantec issues periodically.

If a new version of the product is not available, ensure that you have all the latest program updates and definition updates. LiveUpdate automates the process of obtaining and installing program and definition updates. You can use LiveUpdate to obtain the latest updates.

The upgrade process might not work if your Web browser is incompatible to communicate with the Symantec servers.

Your product must be activated and you need an Internet connection to check and install new product version.

Checking for a new version of the product

You can upgrade your product to the latest version if you have an active subscription. If you have a new version available, you can download and install the new version of your product. You can also let Norton AntiVirus notify you when a new version of your product is available. You can do so by turning on the **Automatic Download of New Version** option. To turn on the **Automatic Download of New Version** option, go the Norton AntiVirus main window, and then click **Settings > Updates > Automatic Download of New Version > On**. The latest version of your product may contain new and enhanced features for better protection against security threats.

When you check for a new version, details about your product such as product name and version are sent to Symantec servers. The servers then check whether a new version of the specified product is available or not.

If a new version is available, you can download and install it from the Web page. If a new version is not available, the Web page informs you about it. In such case, you can run LiveUpdate to obtain latest program and definition updates and keep the existing version of your product up to date.

The upgrade process might not work if your Web browser is incompatible to communicate with the Symantec servers. You can use Internet Explorer version 6.0 or later, Chrome version 10.0 or later, and Firefox version 3.6 or later.

Your product must be activated and you need an Internet connection to check if a new version is available and install new version of the product.

To check for a new version of the product

1. In the Norton AntiVirus main window, click **Support**.
2. In the **Support** drop-down menu, click **New Version Check**.
   This option is available only if your product is activated. The Web page that appears displays whether a new version of the product is available or not.
3. Follow the on-screen instructions to download the new product.

About Norton Autofix

Norton Autofix provides additional product support with one-click access from the Norton AntiVirus main window. Norton Autofix performs a Quick Scan of your computer and repairs problems without your intervention. If the problem persists, you can use the **Open Support Web Site** option to go to the Norton Support Web site for help using our online forum, chat, email, or telephone.

In addition, the Norton Support Web site provides access to the knowledge base articles. By using these articles, you can easily find solutions to your technical problems.

The support technicians can help you solve more complex problems by using remote-assistance technology. The remote-assistance technology allows Symantec support technicians to access your computer as remote users so that they can perform maintenance or service.

Support offerings can vary based on the language or product.

When you click the **Get Support** option in the **Support** drop-down menu, Norton AntiVirus checks your Internet connection. To access Norton Autofix, ensure that your computer is connected to the Internet. If you use a proxy server to connect to the Internet, you must configure the proxy settings of Norton AntiVirus. See "Configuring Network Proxy Settings" on page 73.

If you do not know your proxy settings, contact your Internet service provider or network administrator for assistance.

Solving a problem using Norton Autofix

Norton Autofix performs a Quick Scan of your computer and repairs problems without your intervention. If a problem persists, you can use the Norton Support Web site for additional online support and contact options.

Your computer must be connected to the Internet to access Norton Autofix. If you use a proxy server to connect to the Internet, you must configure the proxy settings of Norton AntiVirus.

If you do not want to proceed with the support session, you can use the **Cancel** option to bypass the scan.

To solve a problem if your computer is connected to the Internet

1. In the Norton AntiVirus main window, click **Support**.
2. In the **Support** drop-down menu, click **Get Support**.
3. In the **Norton Autofix** window, do one of the following:
   - If the problem is not fixed automatically, click **Open Support Web Site**, and follow the on-screen instructions to find additional support.
   - If the problem is fixed, click **Close**.

To solve a problem if your computer is unable to connect to the Internet

1. In the Norton AntiVirus main window, click **Support**.
2. In the **Support** drop-down menu, click **Get Support**.
3. Follow the on-screen instructions in the **Checking Your Connection** window to attempt to correct your connection issue.
4. In the **Checking Your Connection** window, click **Retry**.
5. If you use a proxy server to connect to the Internet, you may be prompted to authenticate. If you are prompted, then in the **Proxy Settings Detected** window, do the following:
   - In the **Username** box, type the user name that you provided when you configured your Network Proxy settings.
   - In the **Password** box, type the password that you provided when you configured your Network Proxy settings.
   - Click **OK**.
6. If the problem still persists, in the **Norton Autofix** window, click the **click here** link.
   Under **Support Contact Numbers**, select the region, and then your country to view the contact details. You can use the contact details to contact the technical support team.

Staying informed about protection issues

If you need help using Norton AntiVirus, you can find helpful information on the Symantec Web site. It contains many useful and informative features that are especially designed to complement Norton AntiVirus, including the following:

- Detailed background information about current threats and outbreaks.

- Newsletter to which you can subscribe.
- Protection blog that lets you post your own comments and view comments from experts.

The Symantec Web site is constantly updated and enhanced, so the available resources may vary.

To stay informed about protection issues

1. Open your Web browser, and go to the following URL:
   http://www.symantec.com
2. In the **Symantec** Web site, click **Norton**.
3. In the menu bar that appears, do the following:
   - Click the **Viruses & Risks** tab, and then click any item on the left pane to find out more details about it.
   - Click the **Community** tab, and then use one of the following:

Norton Forums	Register as a user and participate in discussions. You can create your own threads of topics or take help from the existing forum discussions.
Norton Blogs	Read the messages that prominent leaders post from inside and outside Symantec and obtain information straight from the source. You can add comments or ask questions on the blogs that you are interested in.
Other Norton Communities	Check about Norton in other Web sites and social networks that are available.

About Support

If you have purchased Norton AntiVirus, you can access Support from the product.

Support offerings may vary based on the language or product.

About Norton Support Web site

The Norton Support Web site provides a full range of self-help options.

By using Norton Support Web site, you can do the following:

- Find help with your product download, product subscription, product activation, product installation, and other issues.
- Find and download the latest product manual.
- Manage your products and services using Norton Account.
- Search Norton Forum to find the additional product help about installing, configuring, and troubleshooting errors. You can also post your questions in the forum and get answers from experts. To post your questions, you need to first register for Norton Forum.
- Find information about the latest virus threats and removal tools.

Availability of support varies by region, language, or product. For additional support, go to the following URL:

http://www.norton.com/support

In addition to the self-help options, you can use the **Contact Us** option at the bottom of the Web page to

contact the technical support team in the following ways:

Live Chat	Chat in real time with a support representative. For more complex technical issues, chat offers the option to allow a support representative to connect remotely to your computer and resolve your problem.
Email	Submit your question on our Web site and receive a response by email. Email support has a slower response time than chat or phone.
Phone	Speak to a support representative in real time.
Norton Forums	Search for additional product help about installing, configuring, and troubleshooting errors.

Using the Norton Support Web site

Norton Support Web site contains answers to the most common customer questions. You can find the latest product manual, knowledge base articles, and virus removal tools.

Norton Support Web site contains problem-solving articles that are presented in an easy step-by-step format. The articles are categorized and listed on the left side of the Web page. Using the categories, you can browse through the available support topics. You can

also use the **Search Support** box to find solution using a keyword.

Norton Support Web site also contains useful links to the product manual, the Norton Account, the Norton Forum, and the spyware help under **Additional Resources**.

To use the Norton Support Web site

1. In the Norton AntiVirus main window, click **Support**.
2. In the **Support** drop-down menu, click **Get Support**.
3. Follow the on-screen instructions.
4. In the **Norton Autofix** window, click **Open Support Web Site**.
   The Norton Support Web page appears.
5. Follow the on-screen instructions.

About phone support

Norton Autofix offers a range of technical support and customer service options. When you click the **Get Support** option in the **Support** drop-down menu, Norton Autofix performs a Quick Scan and repairs problems without your intervention.

If the problem persists, and you have an active Internet connection, you can use the **Open Support Web Site** option in the **Norton Autofix** window. This option takes you to the Norton Support Web site for additional online support and contact details.

You get the **click here** option in the **Norton Autofix** window, only when you have a problem connecting to the Internet. You can use the **click here** link to get the phone number to contact a support representative.

Support offerings may vary based on the language or product.

If you cannot access phone support by using Norton Autofix, then you can access the phone support options at the following URL:

http://www.norton.com/support

Getting support by phone

When you click the **Get Support** option in the **Support** drop-down menu, Norton Autofix performs a Quick Scan and should repair your computer problems. However, if the problem persists, you can use the **Open Support Web Site** option to go to the Norton Support Web site for help by telephone, email, chat, or forum.

If you have a problem connecting to the Internet, you get the **click here** option in the **Norton Autofix** window. You can use the **click here** link to get the phone number to contact a support representative.



Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries.

To get support by phone if your computer is unable to connect to the Internet

1. In the Norton AntiVirus main window, click **Support**.
2. In the **Support** drop-down menu, click **Get Support**.
3. Follow the on-screen instructions.
4. In the **Norton Autofix** window, click the **click here** link.
5. In the **Norton Autofix** window, under **Support Contact Numbers**, select the region, and then the location.
   You can use the phone number to contact a support representative.

To get support by phone if your computer is connected to the Internet

1. In the Norton AntiVirus main window, click **Support**.
2. In the **Support** drop-down menu, click **Get Support**.
3. After Norton Autofix scans, click the **Open Support Web Site** link.
   The Norton Support Web page appears.

4 Click the **Contact Us** option at the bottom of the Web page and follow the on-screen instructions.

Support policy

Symantec recommends that you have the latest version of the product, as it contains new and enhanced features for better protection against security threats. Current help and support for your Norton product can be found at the following URL:

www.norton.com/support

Symantec reserves the right to change its support policies at any time without notice. You can view the latest version of the support policy at the following URL:

www.symantec.com/supportpolicy

About keeping your subscription current

Subscription period lengths vary by Symantec product. To maintain uninterrupted protection, you must keep your subscription up to date. If you do not renew your subscription, you cannot obtain updates of any kind and the software no longer functions.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Follow the on-screen instructions to renew your subscription.

When you renew your subscription, the definition updates and new product features are available throughout the subscription period. Please note that features may be added, modified, or removed during this period.

Worldwide service and support

Worldwide service and support solutions vary by country. To contact one of our Support offices, please go to the following Web site and select your language.

www.norton.com/support

If you are a Norton One Premium Member, go to the following Norton One support Web site for information on this topic:

https://one.norton.com/support

ClubNorton

ClubNorton is your one-stop resource center for Internet security. As a Norton customer, Symantec wants to make your experience with your computer safe, enjoyable, and productive. Whether you use your computer to manage your personal finances, shop online, or share your latest digital photos with friends and family, ClubNorton makes your experience a good one. Our goal is to consistently provide the proper tools and information to keep you up to date.

For more information, go to the following URL and select your country or region in the **Select Your Country/Region** drop-down menu:

www.clubnorton.com

The ClubNorton Web page includes a regularly updated article library, a glossary, the Norton Forums, and the Norton Update Center. You can also find the following useful links in the Web page:

- Symantec Security Check
- Subscription Troubleshooter
- Home & Home Office Security
- Product Manuals
- Product Updates
- Product Reviews
- Order Status
- Returns
- Rebates

About uninstalling

To remove your Symantec product from your computer, use the **Add/Remove Programs** option in the Windows **Control Panel**.

You must restart your computer after uninstalling the product, so ensure that you do not have any other programs running while you follow this procedure.

Uninstalling Norton AntiVirus

You can remove Norton AntiVirus in the following ways:

- From Windows **Control Panel**.
- From the **Start** menu.

You cannot access online Help while uninstalling. Therefore, you should print out the Uninstalling Norton AntiVirus Help topic before continuing to uninstall.

If you want to reinstall Norton AntiVirus on your computer, you must uninstall Norton AntiVirus from your computer. You can reinstall the product using the installation file that you downloaded from Symantec Web site or from the CD. To reinstall Norton AntiVirus, follow the installation procedures that are available in the User's guide.

During uninstallation, Norton AntiVirus offers to leave the Norton Toolbar for free to search and browse safely over the Internet even after the product is uninstalled. You can choose to keep the Norton Toolbar that comprises Norton Safe Search and Norton Safe Web features without any cost. Norton Safe Search provides site safety status and Norton rating for each of the search results generated. Norton Safe Web analyses the security levels of the Web sites you visit and indicates if the Web sites are free from threats.

Your computer must be connected to the Internet to avail this option. Norton AntiVirus does not offer to leave the Norton Toolbar if you upgrade your product to the latest version or choose to reinstall another Norton product. In addition, the Norton Toolbar installation is available only if the operating system of your computer is English.

To uninstall Norton AntiVirus from Windows Control Panel

1. Do one of the following:
   - On the Windows taskbar, click **Start > Control Panel**.
   - In Windows 8, go to **Apps**, and under **Windows System**, Click **Control Panel**
2. In Windows **Control Panel**, do one of the following:
   - In Windows XP, double-click **Add or Remove Programs**.
   - In Windows Vista, click **Programs and Features**.
   - In Windows 7 or Windows 8, click **Programs > Programs and Features**.

     The **Programs** option in Windows 7 and Windows 8 is available when you select the **Category** option in the **View by** drop-down list.
3. In the list of currently installed programs, do one of the following:
   - In Windows XP, click **Norton AntiVirus**, and then click **Change/Remove**.
   - In Windows Vista, Windows 7, or Windows 8, click **Norton AntiVirus**, and then click **Uninstall/Change**.

4 In the page that appears, under **Select Your Uninstall Preference**, click one of the following:

I plan to reinstall a Norton product. Please leave my settings behind.	Lets you retain your settings, passwords, and preferences for Norton features before you uninstall Norton AntiVirus. Select this option if you want to reinstall Norton AntiVirus or another Norton product.
Please remove all user data.	Lets you completely remove Norton AntiVirus without saving your settings, passwords, and preferences.

5 If Norton AntiVirus offers to install the Norton Toolbar after uninstall, do one of the following:

- To keep the Norton Toolbar after uninstall, click **Agree & Install**.
- To uninstall Norton AntiVirus without keeping the Norton Toolbar, click **Skip**.

6 To uninstall Norton AntiVirus, click **Next**.

7 Do one of the following:

- Click **Restart Now** (recommended) to restart the computer.
- Click **Restart Later** to restart your computer later.

Norton AntiVirus is not fully uninstalled until you restart your computer.

To uninstall Norton AntiVirus from the Start menu

1 Do one of the following:

- On the Windows taskbar, Click **Start** > **All Programs** > **Norton AntiVirus**> **Uninstall Norton AntiVirus**
- In Windows 8, go to **Start** screen and then click **Uninstall Norton AntiVirus**

2 In the page that appears, under **Select Your Uninstall Preference**, click one of the following:

I plan to reinstall a Norton product. Please leave my settings behind.	Lets you retain your settings, passwords, and preferences for Norton features before you uninstall Norton AntiVirus. Select this option if you want to reinstall Norton AntiVirus or another Norton product.
Please remove all user data.	Lets you completely remove Norton AntiVirus without saving your settings, passwords, and preferences.

3 If Norton AntiVirus offers to install the Norton Toolbar after uninstall, do one of the following:

- To keep the Norton Toolbar after uninstall, click **Agree & Install**.
- To uninstall Norton AntiVirus without keeping the Norton Toolbar, click **Skip**.

4 To uninstall Norton AntiVirus, click **Next**.

5 Do one of the following:

- Click **Restart Now** (recommended) to restart the computer.
- Click **Restart Later** to restart the computer later.

Norton AntiVirus is not fully uninstalled until you restart your computer.

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